

Royal Asscher

Shipping

Items purchased at royalasscher.com will arrive within 3 business days from the date of shipping via Fedex or UPS if the item is in stock. Items not in stock may take from 2–3 weeks for delivery for the shing stars and 3 to 6 weeks for the Stars of Africa. Please note that shipments to Alaska, Hawaii, US Territories and APF/FPO addresses take additional time. Royal Asscher is not able to take responsibility for delays caused by weather, the actions of the shipping company or circumstances beyond our control.

Return Policy

At Royal Asscher, we want to ensure that you are entirely pleased with your purchase. Royal Asscher accepts returns on online orders within 30 days of receipt, as long as the Royal Asscher shipping tag remains attached to the item. Royal Asscher cannot accept returns of items that have had the Royal Asscher shipping tag removed. If you are unhappy with the item or it arrives in damaged condition, please contact Royal Asscher within 30 days to receive a return authorization number. Packages without a return authorization number cannot be accepted. Royal Asscher will accept merchandise for return only in unused, unaltered and saleable condition including the authenticity certificate or guarantee . Returns must be made in the original packaging with the Royal Asscher shipping tag attached. Royal Asscher cannot accept returns of special orders, sized or engraved items or items which show signs of wear. Used merchandise cannot be returned unless defective. Royal Asscher reserves the right to refuse any returns.

Refund Policy

Upon completion of the proper return procedures and a determination that the items are in original saleable condition with the Royal Asscher shipping tag remaining attached, Royal Asscher will issue a refund less any shipping and handling expenses. Please allow 10 to 14 days for the processing of your return

Exchange Policy

Within 30 days of receipt, an item in unused, unaltered and saleable condition with the Royal Asscher shipping tag attached may be exchanged for another. If the newly selected item is at a lower price than the item being exchanged, Royal Asscher will issue a refund less any shipping and handling expenses. If the newly selected item is at a higher price than the item being exchanged, the difference will be charged and normal shipping procedures will be followed. Royal Asscher cannot accept exchanges of special orders, sized or engraved items or items which show signs of wear.

Sales Tax

Sales tax will be charged for purchases shipped to New York State.