

THANK YOU FOR USING ECW TO CREATE YOUR BESPOKE PIECE.

CARING FOR YOUR JEWELLERY:

- We recommend regular cleaning to revive the brilliance of your diamonds. Clean your jewellery by gently brushing it with a soft toothbrush and warm, soapy water. Rinse well and dry thoroughly after brushing.

- While cleaning we suggest you run your finger over the claws to check for any sharp edges, which may indicate that a claw has been pulled. After cleaning, shake the ring close to your ear and if a rattle can be heard, the claws on your ring may need to be tightened. Regular checks of your jewellery will minimise the risk of diamonds being lost.

- Remove your rings when washing your hands or moisturising. Diamonds attract dirt with great ease.

- Fine jewellery is not indestructible and care should be taken to avoid the loss of a diamond. Therefore, please avoid wearing your jewellery during high-risk activities such as extreme sports, gold, tennis, lifting weights etc.

- Store your jewellery in its original case or carefully wrapped separately to prevent it from being scratched. If you need to transport your jewellery, make sure its carefully packed and protected in its original case or travel pouch.

- Please bring in your ECW piece once a year or every other year for a free clean and polish as well as a full service. This is advisable to check the stone settings and to make sure that everything is in order. Insurance companies will strongly encourage this level of care.

WHAT CAN I EXPECT FROM HANDMADE DIAMOND JEWELLERY?

Handmade diamond jewellery to a high quality is a dying art. All of our craftsmen are experts at working in gold and platinum and highly skilled to work with high valued and precious gems. The nature of bespoke means that your piece will be an original piece of art. Each piece is done by the hands of these artisans rather than machines, so incidental marks in the gold or very slight flaws should not be considered as imperfections. Each piece will have its own characteristics. This is part of the beauty of a handmade piece that is one of a kind and uniquely yours.

All diamond jewellery should be treated as precious and cared for. Gold and platinum are soft metals and can be damaged by knocks and blows. It is also a common misconception that diamonds cannot break. They absolutely can break or crack if pressure or a sharp knock is applied to a weak spot. Designs that are finer and more delicate in detail, particularly those styles that have 'cut down' set diamonds require an even higher degree of care. ECW will advise clients designing bespoke jewellery on the perils of certain designs that are more delicate or fragile so that the customer is aware of the degree of care needed to keep the ring in good condition. Knocks and bumps will naturally occur for pieces of jewellery worn on the hand and wrist.

Particular care should be taken in the first few weeks of wearing your ring. From our experience we have found damage is most likely to occur in the first few weeks whilst getting used to wearing and caring for a ring. If a habit can be developed early on of cleaning and checking your ring it should last a lifetime.