

## **ANTWERP'S MOST BRILLIANT**

### **What is this label?**

Antwerp's Most Brilliant joins a selection of the highest quality and most reliable jewellers in Antwerp. They substantiate Antwerp's reputation as the world diamond centre.

### **How does a jeweller get this label?**

To get the Antwerp's Most Brilliant label, the jeweller has to meet 30 strict quality conditions. The jewellers with the label excel in durability, safety, morality, transparency, service and company stability. Of course they also comply with Belgian economic, social and fiscal legislation.

### **How is quality guaranteed?**

You can only get the label after an independent audit by Kiwa, an accredited auditing and verification office, which re-evaluates the jeweller every other year based on 30 strict criteria. Kiwa makes a binding report of each audit. Only an excellent score on each criterion will suffice for the city of Antwerp and the Antwerp World Diamond Centre to award the label. The label is also supervised by the trade organisation for jewellers Ars Nobilis and by the federal government service Economy.

We hereby declare on our honour that we conform to all criteria for the Antwerp's Most Brilliant quality label at all times.

*"We are very pleased that the quality of our work and our trustworthiness as jewelers are being recognised, and proud to help project the image of the jewelry sector in Antwerp."*

Download the brochure:

- English: [http://www.studiotwee.com/files/AMB\\_folder\\_EN.pdf](http://www.studiotwee.com/files/AMB_folder_EN.pdf)
- Nederlands: [http://www.studiotwee.com/files/AMB\\_folder\\_NL.pdf](http://www.studiotwee.com/files/AMB_folder_NL.pdf)
- Français: [http://www.studiotwee.com/files/AMB\\_folder\\_FR.pdf](http://www.studiotwee.com/files/AMB_folder_FR.pdf)

## TERMS AND CONDITIONS

These conditions apply to all agreements made with Studio TWEE in so far as the conditions have not been altered in writing by Studio TWEE.

### 1. Copywrite

Lotte De Mey and Nathalie Perneel (listed below as Studio TWEE) develop under their own name and the name of Studio TWEE, a high-quality jewellery collection. All jewels they manufacture are protected by national and international laws (including intellectual property rights) and belong to them. It is prohibited to reproduce the jewels of Studio TWEE, modify, distribute or sell them.

### 2. Mistakes

The information, images and prices posted on the website, approach as closely as possible the characteristics of the jewels. Studio TWEE can not be held responsible for any mistakes, errors or incorrect information on the website.

### 3. Exchange

Only jewellery in the original packing, together with proof of purchase can be returned or exchanged for a product of equal value or higher value, when the customer pays for the additional costs, or for a gift certificate of the purchase price that is valid one year. The jewellery must be returned within a period of two weeks and must be unworn. Returned products are never paid back in cash.

### 4. Selling old gold

Prices for old gold, platinum and palladium are dependent on the daily exchange rate. When selling old jewelry you must bring your identity card. Studio TWEE registers your details, weighs your jewellery and gives an indication of the price. After we had the jewellery checked (for some alloys, the use of a spectrometer is required), we will transfer the money to your bank account. This takes about four days to complete.

### 5. Privacy

Studio TWEE respects the privacy of all users of its website and ensures that the personal information will be treated confidentially. If you leave your email address, it will be used for the newsletter that is sent about six times a year. Studio TWEE sells no information to third parties.

### 6. Google Analytics

This website uses Google Analytics. Google Analytics uses cookies to analyze the surfing habits of users on our website. In the browser settings, you can reject or delete the installation of cookies on your computer.

### 7. TAX FREE shopping

Customers from outside the European Union can simply recover the VAT paid, within three months of their purchase:

- Fill in the TAX FREE form in our shop.

- At The airport, go to Customs and show your TAX FREE form, your passport and your purchase. You will receive a stamp on your TAX FREE form

- With The stamped form, go to the Refund Counter of Global Blue to receive the money in cash or on your credit card. The amount reimbursed is the amount of VAT minus the service fee by Global Blue.

Studio TWEE is not responsible for issues and events that prevent customers to reclaim their VAT

## 8. Certificates

Studio TWEE uses high quality materials, gemstones, precious stones and diamonds in jewellery. The customer is entitled to a house certificate with every purchase of a jewel, which describes the materials used.

Each jewel that contains a diamond of 1.0 carat or larger, comes with an official diamond certificate.

## 9. Warranty

All our jewellery is made by hand and checked for quality during the production process. To invoke the warranty, the customer must present proof of purchase. Warranty does not cover defects arising from misuse, accidents, negligence or failure to follow the operating instructions. Warranty is also not applicable to products with a shorter life that are subject to wear and tear (such as eg. softer gemstones, pearls ...). Defects that manifest themselves after one year will not be accepted flaws in the design or the production process.

## 10. Complaints

Studio TWEE always asks the customer upon purchase or delivery to immediately inspect the jewel. Customer complaints that relate to visible defects must be expressed immediately by the customer at the purchase or delivery.

If a complaint is not resolved to the satisfaction of the customer, the customer has access to BELMED, the mediation service of the Federal Public Service of Economy.

<http://economie.fgov.be/nl/geschillen/Consumentengeschillen/Belmed/#.VguqdMvtmko>