



The National  
Association  
of Jewellers

## EARTH STAR DIAMONDS

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### MEMBERSHIP CERTIFICATE 2019

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Entitled to hold and exhibit the Certificate of Membership  
in its place of business for as long as the Membership shall continue.

Signed by

Harriet Kelsall

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## OUR CUSTOMER CHARTER

A MARK OF OUR COMMITMENT TO YOU

This Charter sets out what you can expect of us as a member of the National Association of Jewellers. We will:

Act with honesty, integrity and professionalism

Describe jewellery, watches and other goods and services for sale fully and accurately

Abstain from any conduct or practice that may mislead or deceive you

Act responsibly and sustainably to support the NAJ's commitment to the standards of the  
Responsible Jewellery Council

Deal with any complaints in a timely and fair manner and, in the event of dispute, clearly explain  
the NAJ procedure for mediation, providing the NAJ Compliance Officer's contact details to  
facilitate a timely resolution

Cooperate fully with any enquiry to resolve any disputes and abide by the findings and decision.

