



The NATIONAL ASSOCIATION of JEWELLERS

In association with
The BRITISH ALLIED TRADES FEDERATION

MEMBERSHIP CERTIFICATE 2018

Membership no. 64217

Earth Star Diamonds

Member

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

Signed by

Simon Johnson

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.