

What to do if you have a problem

What to do if you have a problem with a JA member jeweler?

The first step you should take, if you encounter a problem with a JA member jeweler, is to return to the store and ask to speak to the manager and/or owner of the store. JA members pride themselves on the level of service they provide to their customers and in almost all cases will work diligently to make the customer happy.

You should retain all receipts and documentation relative to the purchase of products and/or services that you make at the store. When you meet with the manager/owner, explain what happened and what you would like to see done to correct the situation. Give them time to review the problem with their staff and to respond to you.

If you still do not receive any satisfactory resolution to the situation, you can contact Jewelers of America. Each member signs an annual commitment to our Code of Ethics and Rules for Professional Conduct and is committed to them.

You should contact JA in writing and describe the situation in detail. Also document any communication you had with the store, including correspondence and include copies of all receipts, etc.

Once we have received your inquiry, we will contact the member store and ask them to respond directly to JA as to how they would like to see the situation resolved. This will normally take approximately 30 days. Once we have heard from the store, we will contact you and share what we have learned.

In almost all cases, store management will resolve the issue directly with the customer. In some cases, JA will suggest a resolution that meets the needs of all parties involved. In very rare cases, JA may be forced to expel the member from our membership roles.

In the event that any laws have been broken, we will make the appropriate referrals.