FAQ

CUSTOMER'S ACCOUNT AND PASSWORD

CREATING A CUSTOMER ACCOUNT

It is very easy to create a customer account. Navigate your mouse to the top of the homepage to the 'Login' symbol to log in. On the following page, you can now open a new account. You will need to type in your name, email address and a password. You can change your personal data anytime. Of course we will take care of your data and won’t pass any information on to third parties.

CHANGE OF DATA

You can change your personal data through clicking on 'Login'. After logging in, you will see an overview of your account. You can change your details under the point 'customer information'.

FORGOT PASSWORD

You can request a new password through clicking on 'Login'. On the following page, you can now click on 'forgot password' and type in your e-mail address. You will receive an e-mail including a link to reset your password.

PASSWORD REQUIREMENTS

You password should at least contain six characters, including letters and numbers.

PAYMENT METHODS

ACCEPTED PAYMENT METHODS

At the moment we accept the following payment methods:  
Advance payment as well as payment per credit card and Paypal  
Detailed informations about payment methods and payment security.

BANK DETAILS FOR ADVANCE PAYMENT

Upon submitting your order, please transfer the overall amount to the following account and mention your order number:   
LOAN SARA JEWELRY  
PostFinance SA  
IBAN CH60 0900 0000 1466 6326 0  
SWIFT-BIC POFICHBEXXX

SUCCESSFULL PAYMENT CONFIRMATION

How do I know when paying in advance, if my payment has already been received? When paying in advance, per credit card or per Paypal you will receive an e-mail with the confirmation of your payment.

SHIPPING OF PRODUCTS THROUGH ADVANCE PAYMENT

As all our items are made by hand the delivery time through advance payment will be shipped between 4 or 6 weeks from receipt of payment. The final desination could also delay shipments. Return shipment costs are in charge to the sender.

SHIPPING AND RETURN

WHICH COUNTRIES DOES loan sara jewelry SHIP TO?

International shipping

HOW DO I EXCHANGE OR RETURN AN ITEM?

If you like to exchange or return an article from your order, you must inform us within 14 days by email. We recommend to send us an email at [info@loansara.com](mailto:info@loansara.com) to register your request. Please note that we can only accept returns if the items are in a new, unused, clean conditions and all tags must be attached.

WHEN DO I GET MY REFUND?

Once we have received your return, it may take a few days to process the return. You will receive a confirmation e-mail of our return. Refunds are made in the same currency as the purchase.

CONTACT

CUSTOMER SERVICE  
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HEADOFFICE

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