

REPAIRS IN THE CASE OF DAMAGE

Jewellery may be damaged or stones may be lost. It is frequently possible to repair the damage or replace stones. An estimate for the work from your jeweller will be required by your insurer.

HOW WILL INSURERS SETTLE A CLAIM?

This varies but some will send you (often via a Claims Management Company) to a jeweller of their choice rather than let you use the original supplier or your preferred jeweller. We recommend you look carefully at your home insurance policy to find out how your insurers would deal with a loss of jewellery.

The Financial Ombudsman Service has laid down guidelines dealing with the way jewellery claims are settled. In simple terms, as long as the insurer has made it plain in their literature how they would settle a loss, and they can achieve a like-for-like replacement, they can dictate where an item is replaced. In many cases, however, where hand-crafted or antique items are involved, you, as the policyholder, should be able to insist that the items are replaced accordingly.

This is why it is essential that you appreciate the basis upon which your item has been valued and equally importantly how your insurer would wish to replace it so check now to ensure you are not caught out.

Your insurance policy may include an excess which is a type of uninsured loss. An excess is the fixed amount of any claim, for example the first £50, that you must pay yourself.

WHERE CAN I GET ADVICE ON INSURANCE FOR MY JEWELLERY?

You should speak to your current insurance provider to find out how they insure and, more importantly, how they would settle a claim for an item of jewellery.

You can also contact T H March, the appointed insurance brokers to the National Association of Jewellers, who have over 125 years of experience in arranging insurances for the jewellery trade and their customers.

THE NAJ WEBSITE – NAJ.CO.UK : NOT JUST FOR MEMBERS

Making sure you have the right jeweller for one of the most treasured and valuable purchases of your life is dear to our hearts.

On our website, you'll find a dedicated consumer section designed to provide you with a wealth of information about buying or selling jewellery as well as the contact details of designer and retailer members of the Association, who can cater for your individual needs.

To learn more about the National Association of Jewellers and how we can support you visit naj.co.uk



The NATIONAL ASSOCIATION of JEWELLERS

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The NATIONAL ASSOCIATION of JEWELLERS
THE MARK OF QUALITY

VALUING AND INSURING



INSURE YOUR JEWELLERY

The best way to protect your jewellery in the event of loss or damage is to insure it. To insure pieces for the right price requires a valuation from a registered valuer or a certificate from the jeweller where you purchased the pieces.

WHY DO I NEED A VALUATION?

To make sure you receive the correct payout in the event of a claim, you need a professional valuer to examine your jewellery and to produce a formal document giving a precise description of each piece and confirming how their value has been determined.

WHAT KIND OF VALUATION DO I NEED?

It is essential that you discuss with your valuer how you would replace your items if they were to be lost as this is fundamental to the type of valuation produced.

For example, the value of a new item from a chain store would be based on the New Replacement Value (NRV) whereas a second-hand or antique item's value would depend on where it was bought and how it would be replaced. Here a Second Hand Replacement Value (SHRV) or Antique Replacement Value (ARV) would be more appropriate.

An independent jeweller from whom your jewellery was originally purchased may be in a position to provide a document with an accurate description of the item and a New Replacement Value (NRV).

Precious metals and gemstone costs fluctuate greatly and regular valuations ensure your insurance values are correct. Ask your valuer how frequently your items should be re-valued.

WHY DO MY INSURERS NEED A VALUATION?

In the event of loss, the onus is on you to prove that you owned the items you are making a claim for. Valuations establish that you owned the pieces at the time of the valuation and their correct replacement value for insurance purposes. Many insurers do not ask for valuations below an agreed value but our advice is to obtain valuations for all significant items. Smaller pieces can be grouped together and an overall value allocated.

THE IMPORTANCE OF A VALUATION

In the absence of a valuation, insurers often use claims management specialists to try to ascertain the value of jewellery after it has gone, an unsatisfactory process known as a post-loss valuation. Valuing something after you have lost it often results in an under assessment of the lost item's true value.

PROVIDING THE CORRECT INFORMATION

You need to make sure your insurer understands the basis of the valuation required, otherwise they will assume it is New Replacement Value (NRV), which could complicate a claim for an unusual or antique item.

If you keep some of your items in the bank or in a home safe at all times or if you wear some items only a few times a year, then be sure your insurers are aware of this as this should reduce the premium you will be asked to pay.

WHERE SHOULD I GET MY VALUATION?

Your jeweller will be able to recommend a suitable and qualified valuer if they are unable to carry out the valuation themselves.

On the National Association of Jewellers Institute of Registered Valuers website (www.jewelleryvaluers.org), you will find both useful information on valuations and details of the UK's registered and qualified jewellery valuers.



VALUING AND INSURING