



General Comments (in random order)

"Richard's attitude is refreshing he was brilliant he went above and beyond to help us as we had a very short time in which to plan our wedding. My ring is beautiful, exactly as we had discussed and when we were unable to get to his office to collect it he brought it to our home himself."

"Rtfj was amazing we told him our ideas and what we would like he the draw up some sketches exactly how we explained, and he then made my wedding ring around my engagement ring with had a curve in it, he made my wedding ring to curve around my engagement ring, he was brilliant and very friendly."

"Richard made a fantastic job of my enagement ring, and then he made the wedding ring to compliment it. He also did my husband's ring."

"Richard went above & beyond what we expected. He was so creative & welcoming & made the whole experience of making our wedding rings so enjoyable & exciting. He was so helpful even after our rings were completed & even opened the workshop for us on a bank holiday evening to make an adjustment."

"Absolutely outstanding service, not just technically excellent but Richard listened to what we wanted, created it exactly and took such a personal interest and pride in the project the whole experience felt very, very special."

"From the moment we booked our visit to the time Richard delivered the rings, the whole experience was amazing. Richard really understood our requirements and was clear and informative about the processes to make our rings. He also made my wifes wedding earrings as we were so happy with his service."

"Richard was 100% helpful and crafted our wedding rings and a diamond earring set exactly to our requirement and the results were nothing short of stunning! It was especially nice to see how passionate he is about what he's doing and we definitely look forward to dealing with him again in the future!"

"RTFJ provided engagement and wedding rings. Richard was friendly and supportive right from the first time I met him to talk about engagement rings. My fiancée (now wife) really loves the ring he made and we are equally happy with the wedding rings."

"Absolutely first class service. Took time to listen to what we wanted. Fitted appointments around times to suit us. Nothing was too much trouble and even went to the trouble of polishing other jewellery which was to be worn on the day. We were so impressed we bought other items from him as well."



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"Richard was very welcoming and was really enthusiastic in his work and that made a difference. He made my ring exactly how i imagined it to be and love showing it off to people"

"From the moment we met with Richard, to the day our rings arrived, we had nothing but faith in his ability to deliver. His knowledge & passion of the whole ring making process clearly shows when speaking with him - I wish we had more reasons to buy rings from him - plus he's a really nice chap too!"

"I thought I didn't know what I wanted, but Richard knew what questions to ask to find out. He showed us a wide variety of stones and bands and was patient whilst we tried to decide. He did his best to show us what it would look like. He was flexible and great value for money."

"We found Richard was extremely helpful in discussing what type of rings we could go for. We have been extremely happy with the finished product. Richard has been very accommodating with changing ring size, polishing rings for us etc. Overall good value and excellent service."

"Richard was outstanding from start to finish in making my wife's engagement ring and our wedding rings. He explained everything to me very clearly and ran through all the options that were available. All rings were completed to the deadlines and are of the best quality. I would recommend him to anyone"

"Richard is incredibly talented with the most fabulous customer service. We loved every moment we spent with Richard designing our rings and the finished pieces are everything we had hoped for. He really went the extra mile to make it a really special experience that we will always remember."

"Richard was supportive, imaginative, helpful, and crafted my perfect wedding ring beautifully. I had quite a specific idea in mind but only my words and a vague picture to describe it and he brought it to life in the most amazing way. A real craftsman and genuine great customer service."

"Richard delivers a marvellous bespoke service, that is both personalised & unique. He delivers it from his workshop so you can see what happens, without the pretensions of a flash showroom. The finished rings were amazing & my wife has never removed her engagement ring since she received it. 5 *"

"Richard very kindly made an engagement ring, & our wedding rings for us. The overall service was fantastic, the time scales were good, his knowledge, guidance & attention to detail was brilliant. We'd definitely recommend him & we'll certainly go to him for other piece's of jewellery in future."



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"Richard from Rtfj is a complete professional and a wonderful artist. He made my husband's wedding ring to perfection- he took the brief and delivered exactly what was in our heads- wonderful service and an amazingly passionate guy. Credit to the industry, can't rate this company highly enough"

"Explained all the options and how the rings would be made so we fully understood all parts of the process. Rings were made very promptly so we could try them on and see how they looked. Rings are stunning and exactly what we were after. Couldn't have had a better experience and result."

"RTFJ were able to supply exactly what we wanted, without question, in fact it was clearly a joy for him to do. Nothing was too much trouble! Once we were sat in his workshop with a glass of bubbles, we knew we wanted our rings made here! They are nothing more than perfect!!"

"Richard was so helpful and enthusiastic. He produced lots of ideas for us and wasn't out to sell the most expensive item but to produce a product that would suit you. Nothing was too much effort. A very relaxed and enjoyable experience."

"We met Richard at a wedding fair and kept hold of his details until the time came to get the rings made. He was very genuine, creative and helpful throughout the design process. His pricing is very transparent and the finished products were great. Much cheaper than buying them already made!"

"Richard is very friendly, professional and extremely skilled. He offered us a level of service like no other whilst we were planning our wedding and he deserves to win this award."

"We found Richard to be extremely helpful throughout our experience we had with him. His enthusiasm and knowledge of our designs were second to none and we couldn't have asked for more."

"Richard is honest, kind, responsible, professional and an expert jeweler. I'm not the type to exaggerate, but I can honestly say I have never met a more rounded professional in my life. I would recommend him to the queen :)"

"Very helpful, honest, understood what we wanted, friendly, competitive in price, perfect finish to detail, highly recommend to anyone, made second engagement ring as first one wasn't right and transformed ring in to something special."

"Our experience with Richard was absolutely wonderful from beginning to end. We were made to feel like our wedding was as important an event for him as it was for us. The design process was lots of fun and we received just the right amount of guidance and flexibility. The rings are just beautiful :)"



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"RTFJ was extremely welcoming and helpful and gave us lots of ideas about what we wanted for our budget. The finished rings were exactly what we wanted and he also repaired and polish my antique engagement ring so that it matched the wedding ring on the day."

"Richard was extremely professional and efficient in processing our request. I have since recommended him to a number of other people."

"We had no idea what we wanted. Richard (RTFJ) was very helpful. He opened his workshop after office hours so we could meet him at our convenience. He was patient, and put no pressure on us to buy anything specific. His platinum prices were good. He delivered our rings earlier than agreed date"

"Richard was delightful to deal with at every stage of designing our rings. He had lots of ideas & examples & was equally open to our own ideas. He was easy to contact and stuck to promised deadlines. He was very open about the various options and the cost implications."

"Throughout the process, Richard demonstrated excellent customer service, exceptional vision and skill and a friendly, professional demeanour. He listened carefully to our ideas and wishes regarding our rings and created exactly what we wanted - outstanding, perfect rings! Simply put, he is a star!"

"Richard is a wonderful craftsman, who is highly tuned in to his customers. He is friendly, honest and very quick! He managed to shape my ring in 15 minutes whilst I was sat there! He was so lovely and we are heavily recommending him to all our friends!"

"I'm so grateful to have meet Richard! When I met him he asked to see my engagement ring & pointed out to me that my valuable & beautiful diamond was very loose. Various other jewellers had looked at my ring and no one else had picked up on this. The prize, quality & service was outstanding."

"Richard at RTFJ provided a first class service from start to finish. Nothing was too much trouble and he made us feel very special. The quality of his work is superb and his knowledge of metals and jewellery is second to none. He is a true craftsman and this shows in the quality of the finished rings"

"The things that really stand out for us: a warm welcome and glass of bubbly on arrival, his attention to detail, passion and bespoke service, his ability to bring our ideas to life and he was happy for me to stay and watch him working on my wedding ring in the comfort of his open plan workshop."

"Rtfj gave us a bespoke service from a local supplier. Richard was extremely professional and approachable, giving us plenty of ideas and advice along the way. It was brilliant to find someone who understands his materials and his market in equal measure. We have already



been back to Rtfj."

"Richard provided a relaxed atmosphere when I first went to meet him and throughout the entire process was very helpful and knowledgeable. He produced an amazing engagement ring and that's why I went back to him for our wedding rings. His after sales service has also been first class."

"Richard was brilliant from start to finish, we really couldn't fault him. He provided a great personal and friendly service, at no stage did we ever feel pressured into any particular product or service, his information and guidance never seemed biased, we'd use him again and recommend him to all!"

"Richards customer service is outstanding. He goes out of his way to offer the best service possible. He's extremely friendly, knowledgeable and very honest. He goes above and beyond what you would get off the highstreet. The quality of his work is exceptional."

"He listened to what I wanted and politely enquired into the budget for the pieces I wanted. He was neither pushy nor attempted to change my mind, instead he kindly guided me with small improvements to the pieces I knew I wanted. I recommend him to everyone I know for bespoke pieces now."

"He provided us with an excellent service. The rings were perfect and he even cleaned the engagement ring for free before the big day, even though it was not bought from him."

"It was an absolute pleasure working with RTFJ. From the moment we first got in touch we received a personalised, friendly, and professional service. We could not be happier with the end result, truly fantastic and would highly recommend to anyone."

"Richard was wonderful from start to finish. He showed us the entire process as to how our wedding rings would be created in his workshop. He took time to understand exactly what we wanted and though our rings were very simple they were beautifully made. Friendly, welcoming and a true No.1 craftsman"



Why They Booked (in random order)

"A recommendation is literally worth a fortune. RTFJ reconfirmed this to me. His service was second to none. The first piece was fantastic and the subsequent pieces have equally impressed."

"He created a calm, relaxed & unrushed atmosphere for us. He was easy to talk to and took the time to really understand what we wanted. Richard did not make us feel pressured and gave us some time to go away and consider our options without hassling us. I also felt reassured that he had achieved very highly in his training and with his awards. Additionally, I was impressed to see that he had taken on an apprentice as I feel that his skills should be passed on in this way."

"Personal recommendation from a friend. Once we had met Richard, we could never have booked anyone else. A true artisan."

"He met our requirements, particularly as his craftsmanship is excellent, and because we wanted to use local businesses for our entire wedding."

"Fantastic service & fantastic value."

"Richard made my engagement ring, with which we were delighted."

"Rtfj offered a bespoke and personal service for a very special occasion. We could not fault Richard - his enthusiasm for his work is truly infectious."

"Richard came with a glowing recommendation from a friend. Based upon this I contacted him to discuss making my wif's engagement ring. He was excellent in explaining the difference in diamonds to me and what each sub-category such as clarity meant to enable me to decide what I thought would be best. Based upon this conversation, I booked him and was extremey impressed with the engagement ring he made (as was my wife)! He kept me fully informed throughout the process, letting me know with regular updates what stage of the process the ring was at. I was so impressed with his professionalism and quality, I asked him to make our weddings rings. Again the service and quality was first class from start to finish."

"Richard has a clean, modern style which really appealed to us. He was able to take my ideas and create a stunning engagement ring; as he did such an amazing job with it, we asked him to create our wedding rings too. He designed and created a wedding ring for me which completely complemented the engagement ring and kept my husband's wedding band simple, as per his request. Customer satisfaction is a the very core of Richard's business and this meant that buying our rings was one of the most enjoyable and relaxing parts of the whole wedding process. Thank you, Richard."



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"We wanted handmade wedding rings and liked the look of Richard's work. Once we had visited him at his workshop we had no doubt that he would create for us something very special. We were not disappointed!"

"We met Richard at a wedding fair and were really impressed with his sample pieces, we booked an appointment and he really made us feel comfortable and once we got into our custom designs with him we just couldn't wait to see our finished jewellery!"

"Because he was recommended strongly by friends, his workshop was just around the corner from us and we had complete confidence in him from the word go."

"Having seen Richard's work we were very impressed and couldn't wait to meet him and discuss our ideas. He did not disappoint and supported us through the design stage ensuring the final product was nothing short of perfect and amazing."

"Richard was recommended by my family who have used his services and I am extremely glad they did. He is a friendly individual that I recommend to anyone thinking about purchasing a bespoke ring."

"High quality of service, communication and value for money for the excellent standard of work."

"Whilst not local he came recommended and we were happy to travel for the service he provided"

"Competitive price, quality workmanship and a thoroughly nice guy made parting with the cash a pleasant experience."

"Personal recommendation from my wife based on previous dealings and experience."

"He gave us confidence that he was a craftsman and had an immense knowledge of his craft. Lovely customer service."

"Strongly recommended."

"Ricard was able to do exactly what we wanted and did a fantastic job. Brilliant customer service and communication as well."

"He was highly recommended by friends and family and as soon as we met him we knew he understood what we wanted and the short timeframe that we had. He put us at ease that he could make what we wanted in time - no problem! Nothing seemed too much trouble for him he is a really lovely guy."



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"At no point did we feel pressured into making a decision of what to purchase & after a short discussion, not only did he have a good idea of my brides needs, but he solved my dilemma & provided me with a simply unique ring which I absolutely love! He really couldn't have been more helpful - the decision to pick him was a simple one. At no point did we feel that he could have done any more for us, hence the score of 100."

"Made us feel comfortable and the finish of his work. Felt like a friend not just someone we were buying from."

"Very accommodating in discussing different designs we could have and giving us advice on the advantages and disadvantages of different materials. We liked the idea of bespoke design where we could specify exactly what we wanted. Also Richard is a local supplier to where we live in Haywards Heath with a good reputation."

"Professional, personable, talented, high quality and still value for money! Who wouldn't!!"

"He was clear, informative, friendly and generally the best jeweler that I have ever dealt with. We have recommended him to several other people and would not hesitate in calling upon his services in the future"

"From the moment I met Richard I knew I could trust this guy. As soon as he spoke I could tell he was passionate about jewelery. Within 5 minute of our discussion both my wife and I agreed he would make our wedding ring. This was very unlike us. We usually like to shop around and weigh up all our options. What I liked about him the best, there was no pomp, no hidden agenda to sell and a bucket load of human niceness. He was so normal, he felt like a long time friend I had known for years. Fantastic experience and service from start to finish."

"Richards enthusiasm, workshop was very professional and overall he is was very approachable."

"Recommendations from friends and Richard's friendly approachable manner."

"trust and confidence that the product would be outstanding."

"My engagement ring was through a friends recommendation. We were then so pleased with Richards work that we got our wedding rings made by him too."

"You could tell from the first time that we met Richard that he was very passionate about what he did and enjoyed making for people what is probably the most important part of the wedding day. He made us feel very comfortable and spent all the time we needed to help create our amazing wedding rings. By the end the the process he felt more like a friend than a supplier and I would recommend him to anyone...and we already have."



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"recommendation and happy with our initial meeting with him."

"We were very impressed with his knowledge, and he was friendly, professional and reasonably priced."

"Relatives of ours have used him for engagement and wedding rings previously."

"We booked Rtfj because he was an honest and upbeat local craftsman who obviously takes great pride in his work."

"Recommendation and I would recommend him to all my family and friends"

"We really got on with him and believed in his ability."

"He was very friendly and value for money, he is much better than any high street jewellers!! Always worked around us with appointments. Very very good service and excellent rings :)"

"Richard simply made us feel like the kind of guy we could trust and do business with. His prices are competitive and he did not try and oversell us - he gave us all the options and guidance and we made our own minds up."

"We like to use local businesses. We are lucky to have such a professional, high quality jeweller so close to us."

"We knew about Richard's work and knew he would deliver an amazing finished product that was better than we'd ever imagined."

"We loved the idea of having bespoke rings made especially for our special day."

"To design and make our bespoke wedding bands to meet our budget."