

Romm Diamonds Response to Covid 19: Ready for Reopening



As we reopen our doors to you, our clients, we want to ensure we are keeping you and our staff as safe as possible. Romm Diamonds will be using the following guidelines:

We are making sure our space is cleaned everyday and in between client visits. We are following guidelines with our cleaning procedures in line with recommendations from the Commonwealth of Massachusetts.

All our staff will be wearing masks when there are clients in the store. We ask all our clients to please wear masks on entering per orders of the Commonwealth of Massachusetts currently.

We will have hand sanitizer available and we ask before entering our showroom, please take some in advance of working with our staff.

We will allow a maximum of one person per associate into our showroom. A maximum of 8 people at once in our showroom will be allowed to assure social distancing guidelines. We will have markers throughout the showroom to ensure the 6-foot distancing guideline with one-way traffic movement. Social distancing is of special importance when you are prepared to pay for your purchase. Please adhere to floor markers provided to you as you are ready to pay for your purchase. Although we do enjoy receiving cash, we ask for credit card transactions currently in order to reduce physical contact and money handling as much as possible.

We ask all clients to not come into our showroom unless you are healthy and/or have been quarantined for 14 days after being sick or have been traveling out of state or on foreign soil as recommended by the Commonwealth of Massachusetts. The same regulations apply to our staff members.

We will ask when you try on jewelry to be patient with us as we must use hand sanitizer on the selected piece you are interested in BEFORE trying on. You can also be assured we will clean the pieces you have tried on before putting them back in the case.

We will take diamond clients by appointment. Please call, message us on Facebook or set up an appointment on our website.

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Because of the personal nature of our work with you, our clients, there are certain services we cannot offer at this time. We cannot offer watch battery changes on the spot at this time. If you would like to have your watch battery changed, we will send it out for battery replacement. There will be an additional charge to do this work. As the Commonwealth continues to reach each Phase milestone, we will reevaluate our ability to provide this service. Repair services may be delayed as many of the shops we work with are closed at this time.

We cannot offer jewelry cleaning at this time. As the Commonwealth continues to reach each Phase milestone, we will reevaluate our ability to provide this service. In lieu of these services, we will offer our jewelry cleaner at no charge.

We will continue curbside pickup for those who request it.

Our bathrooms will not be available for public use at this time.

We ask you not bring beverages or food into our showroom at this time.