

# TERMS AND CONDITIONS



## **Exchanges and Returns**

**Items may be returned within 30 days from the date of purchase. Merchandise must be in original and unworn condition and accompanied by original gift box with all warranty cards and explanation booklets intact. Closeouts, special orders, altered pieces (including ring sizing) and custom pieces (including center stones) are not returnable or exchangeable. Gift Certificates are not redeemable for cash and may be used for purchases only. Refunds will be given in the form of store credit or exchange.**

## **Special Orders**

**All special orders require a 50% deposit and are non-cancellable. Special orders are not refundable or exchangeable. A special order includes any jewelry, gemstone or watch that has to be ordered to accommodate the client's request for an alternative style, size, metal or color that is not available in stock.**

## **Custom Work**

**Custom designed jewelry involves metals, gems, and labor furnished for a specific client. Custom jewelry is non-refundable and requires a 50% non-refundable deposit before the work begins. Every effort will be made to accurately manufacture or produce the item(s) so ordered. Full payment upon receipt of custom work will denote the client's complete satisfaction.**

## **Layaway Policy**

**Layaway payments are required at least every 30 days. Articles placed on layaway will be held for a period of 90 days from the date on this receipt. If no satisfactory arrangements have been made for full payment beyond the end of this period, the item(s) will be returned to stock, and all payments will be forfeited. At our discretion only, layaway's may be cancelled in the event of special circumstances. In such a case a restocking fee of 15% of the original invoice will be charged, with the remaining balance to be issued as a store credit only.**





### **Repair Take In**

**Liability for any damage or loss of items shall be limited to actual cost to repair or replace the item(s). This store shall not be held responsible for the following: identification or condition of jewelry at time of receipt, altered, treated, or enhanced diamonds or colored stones; and/or pieces that are unmarked or marked incorrectly. Not responsible for items left beyond 90 days.**

### **Service and Cleaning**

**We will clean your jewelry (ultrasonic and steam) and check the settings free of charge. We recommend this be done every 6 months. Not responsible for the loss of stones due to worn prongs and settings when cleaning.**

### **Watch Repair Guarantee**

**All watch overhauls are guaranteed for 12 months. There is no guarantee for moisture, bands, crystals or minor repairs. Replacement of watch battery does not guarantee function or water resistance. Battery life is not guaranteed.**

**Colored Gemstone Enhancement Disclosure Purchasers of colored gemstones should be aware that natural gemstones are processed from the time they are extracted from the earth by one or more traditionally accepted trade practices. All colored gemstones listed on the front of this sales slip have probably been subject to stable and possibly undetectable enhancement processes.**

**All relevant information will be provided to the best of our knowledge. Prevailing market values are based on these universally practiced and accepted processes by the gem and jewelry trade.**

**Your satisfaction is of great importance to us, and your referrals are our most important type of advertising. If you are satisfied with your purchase and your service, please tell your friends. Otherwise please let us know how we can serve you better.**

