



Limited Lifetime Warranty, Repair and Refurbishment Information

Thank you for your order. You have purchased the finest quality contemporary jewelry backed by our lifetime repair and refurbishment plan. These policies cover all Serinium®, Black Diamond Ceramic™, Aerospace Grade Titanium™, Rugged Tungsten™ and Black Zirconium rings.

Service and size exchange returns should be sent to **Claims Department, JI LLC, 615 W 9400 S Suite 105, Sandy, UT 84070**, and **MUST INCLUDE THE FOLLOWING INFORMATION**. We recommend that you include a photocopy of the original JI invoice.

Company: _____ **Phone No:** _____
JI Invoice No: _____ **Order Date:** _____
Item No: _____ **Finger Size:** _____ **Finger Size Needed (if different):** _____
Item Description: _____ **Date of Store Sale:** _____
Reason for Claim: _____

Policies for Repair, Refurbishment and Replacement

- Free service, refinishing and repair on all rings, including size exchanges, for one year from the date of store sale (copy of sales invoice required). Does not include repair of rings with Hidden Gold, diamonds or other precious stones, which are subject to additional charges. Return shipping charges apply.
- Serinium®, Black Diamond Ceramic™ and Rugged Tungsten™ Lifetime Free Ring Replacement for Breakage (same finger size). Fees may apply for inlays of gold, sterling silver, platinum, Shakudo or Mokume. Return shipping charges apply.
- After one year (from date of store sale), all services including repair and replacement of inlays, refinishing and size exchanges for a fee. Serinium® for \$35, Black Diamond Ceramic™ and Rugged Tungsten™ for \$25. Inlays of Shakudo or Mokume for \$100 and must be returned with the ring.
- All services of exterior gold, sterling silver and platinum inlay rings for a fee of \$50. Inlay must be returned with the ring.
- All services of Hidden Gold rings for a fee of \$100. Inlay must be returned with the ring.

The service fee covers all services required for a single service claim; however, each service claim is subject to the fee. In ALL CASES, items returned for service or replacement MUST be received by Jewelry Innovations Claims Department at the address listed above, with all required documentation, to qualify for service or replacement. We strongly recommend packages be shipped with tracking and insurance where appropriate. Jewelry Innovations cannot be responsible for items that are lost in transit when shipped to us.

Please note that these policies do not apply to custom goods, including engraved or personalized items, which will be subject to additional fees. For repair or exchange of custom items please contact our Customer Service department.

Alteration or damage due to abuse, including damage from engraving, soldering, sizing, polishing, ultrasonic cleaning, chemical exposure or other obvious abuse will void any warranty or service policy.

There is no limit on the number of allowable size exchanges or repairs for the lifetime of the original consumer purchaser.

Thank you again for your purchase. If you have any questions regarding the policies described above, or need other services such as repair of rings containing diamonds or other precious stones, please contact us at (801) 572-0170.