

STORE POLICY

Tiffany Jones Designs is committed to providing you, our valued client, with the best service possible. Our main goal is to satisfy you and make your shopping experience as pleasant as possible. We understand that purchasing merchandise over the Internet is confusing and sometimes scary, especially when a large amount of money is involved. We also understand that buying an engagement ring or any fine jewelry is an emotional purchase which will have sentimental feelings attached for years to come. With this in mind, we guarantee that all of the diamonds we sell are absolutely authentic and brand NEW, we do not sell used or estate jewelry. Our clients' privacy is very important to us; we guarantee that NO information collected by us will ever be distributed.

Lifetime Upgrade Policy

Tiffany Jones Designs values your business and offers a Lifetime upgrade option to its returning customers. Returning customers who wish to upgrade and purchase another item that costs at least fifty-percent (50%) more than their original purchase, may return the original purchase item at anytime and Tiffany Jones Designs will credit the full purchase price toward the upgraded item. The returned item must be in condition acceptable to Tiffany Jones Designs.

Weight Accuracy

Some stone weights may vary +/- 0.10 points. Our gemologists carefully weighs the stones and small variation in weight is normal due to the sensitivity of atomic scales and instances where stones are already set in jewelry at the time of weighing. As such stone weights in our listings are approximated to within +/- 0.10 points and are only guaranteed to be within +/- 0.10 points of the weight listed.

Lifetime Jewelry Warranty

If your merchandise becomes damaged as a result of manufacturer defect or if a diamond unfastens or comes off of its setting Tiffany Jones Designs will repair or replace the item, at our option, without charge. You will be responsible for materials, if applicable, and re-shipping. Tiffany Jones Designs does not replace or insure lost stones or items. Please remember, the diamonds must be re-tightened annually due to normal everyday use. We suggest that you have your items professionally cleaned and rechecked on a yearly basis. Our Lifetime Jewelry Warranty does NOT cover any modification, attempted repair, or service repair performed by any other party other than Tiffany Jones Designs.

Certification of Authenticity

The grades on our Certificate of Authenticity card are determined by our Graduated Gemologists to ensure a reliable and accurate grading of the item(s).

Photographs

The pictures on our website are our own pictures of items that we carry. All of our photos were taken by our professional photographer to show the details of the jewelry and the brilliance of the stone(s). Photos have been enlarged to show detail. The actual size, color and clarity may vary depending on the grade of stone, size of the mounting as well as other factors such as screen quality, resolution and browser settings.

Return Policy

You may return most items within thirty (30) days of the date your order was received for a full refund of the purchase price excluding shipping, handling or any other additional Insurance charges. GIA or EGL certified items may be returned within fourteen (14) days of delivery. All products shipped from our factory are carefully checked, tested, inspected and packaged before leaving our factory. ***Shipping errors and/or damage must be reported to Tiffany Jones Designs and to Carrier upon receipt of shipment.***

This is imperative in order to perfect any claims to the carrier, and no deviation will be accepted. No returns will be accepted without a Tiffany Jones Designs Return Authorization Form. A Return Authorization Form is sent with every purchase and is also available for download on our website at

www.TiffanyJonesDesigns.com/returnform.pdf.

All return shipping charges must be prepaid. We cannot accept C.O.D. You can expect a refund within three (3) days of our receiving your returned product. Refunds will be credited to the same form of payment used in your original purchase.

Please note the following exceptions:

- *Custom designed jewelry that we altered or personally made according to a client's designs are NOT returnable.
- *Diamonds that we custom-enhanced by Color Process upon a client's request are NOT returnable.
- *3rd Party Certificates, Appraisals, and Gemological Reports that we made upon a client's request are NOT refundable.
- * Customs Taxes & Duties on return international shipments are NOT refundable.
- *A 15% restocking fee may be charged on; Engraved items, Rings resized to greater than size 8, Rings resized smaller than size 5, Eternity Rings, and Tension Rings.
- * Item that was examined and then purchased at our showroom is NOT refundable and eligible only for store credit.

Lifetime Enhancement Guarantee on Natural Enhanced Diamonds

The Enhancement Process is incredibly durable and with normal wear will last a lifetime. For added peace of mind we provide a Lifetime Enhancement Guarantee on our Natural Enhanced Diamonds. If a Natural Enhanced Diamond is exposed to acid or excessive amounts of heat it may lose its enhancement, in that case Tiffany Jones Designs will re-enhance your diamond at no charge and with no questions asked. Please inform your jeweler that the diamond was enhanced before any work is done on it.