

WARRANTY

Mydialand provides 2 months warranty on all our small diamond jewelry purchased from us. If your diamond jewelry is "pave" style, or has many small accent diamonds, it is very likely that one may pop out and get lost. We will cover replacement of the diamond as well as the work to put it back in. It does not cover special and big diamonds over 2mm, and we do not provide the warranty more than two times in 2 months. Warranty will not cover any shipping costs.

- All of the diamonds we sale are Guaranteed to be Authentic.
- Within the Warranty Period, Mydialand will repair the items if:
 - Metal cracks under normal wear.
 - Diamond falls out (diamond is not lost, but falls out). 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.
 - Any miscellaneous cracks or wear marks that are out of the ordinary.
 - The aforementioned circumstances will be repaired with no labor charges. You will be responsible for materials, if applicable, and re-shipping.

MyDiaLand Does not cover

- Scratched jewelry
- Polishing
- Cleaning
- 14K or 10K Screw back pieces
- Missing/Lost Jewelry

REPAIR SERVICE

MyDiaLand offers repair services. A FEE may apply for any service or repair item that

may seem abused or altered in any way. Please [email us](#) for further details. All repairs will take from 7 to 10 days upon receipt of the item.

SHIPPING POLICY

- Before 3:00 pm (EST) during weekdays, an order has placed will be shipped out same business day and We offer USPS standard shipping is major shipping method for domestic delivery. and Free shipping on all CONTINENTAL DOMESTIC orders from MyDiaLand or you can choose USPS express in most of place in USA. It will be delivered within 1~3 businesses day, but depending on where you are located, the shipping and delivery time may take from 2~6 days. During the holiday season or special reason, (e.g Christmas, New Year, Valentine Day) the shipping process will may take longer than usual. We ship not only to USA, but also Worldwide.
- For an order during weekends and holiday, we ship out on next business day.
- Free USPS First class Mail shipping on all CONTINENTAL DOMESTIC orders(except clearance) in the continental United States(except Alaska and Hawaii) with USPS signature confirmation and most deliveries require a signature. However, we are not responsible for missing shipments with signature confirmation.
- Your order of \$100 or more will be shipped insured at no additional cost. USPS will require a SIGNATURE to ensure safe delivery.
- Orders that are shipped to countries outside of the United States may be subject to import taxes, customs duties and fees levied by the destination country. The recipient of an international shipment may be subject to such import taxes, customs duties and fees, which are levied once a shipment reaches your country. Additional charges for customs clearance must be borne by the recipient; we have no control over these charges and cannot predict what they may be. Customs policies vary widely from country to country; you should contact your local customs office for further information.

When customs clearance procedures are required, it can cause delays beyond our original delivery estimates.

RETURN & REFUND POLICY

We have 14 days return policy as long as the items are returned in their original conditions (NOT worn or used) with the gift box. We only accept returns within 14 days after you received item. We promise you 100% money back with shipping & handling Fee if item is defective. Otherwise, shipping cost will not be refunded.

For the returning item, customers are responsible for shipping.

Please, Email us if you wish to return or exchange the item within 14 days, and we will let you know the instruction. After we receive and inspect the return item from our customer, we will issue the refund money in 1~3 business days and it might take 2~10 business days to clear.

Note - We DO NOT accept any damaged item that has been abused or mishandled, either intentionally or accidentally for exchange or refund, and custom made rings, pendants and resized rings are NOT refundable, and It may be subject to a partial refund or restocking fee.

Merchandise Price	Restocking Fee
Below \$400	\$10.00
Above \$400	\$20.00
Above \$900	\$30.00
Above \$1500	\$45.00
Above \$2500	\$65.00

Non-Refundable Items

- Items have been damaged, abused or modified
- Items have been engraved or resized
- Special orders made to customer specifications

CUSTOMER SERVICE

We love to hear from customers and 100% customer satisfaction is our goal.

If you need help with your purchase or a question, please feel free to [contact us](#).
