



SATISFACTION POLICY

hyosilver.com

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customerservice@hyosilver.com

Thank you for shopping with Hyo Silver. We take pride in our reputation for quality products and customer service. If for any reason you are not in love with your stock item selections, we will gladly issue you a store credit for future use on stock items or custom items, or exchange the item for you within 14 days of purchase when returned in new condition. Custom or made-to-order items are nonexchangeable. Refunds are not available.

Warranty: All Hyo Silver items are handcrafted by our artisans and contain subtle variations, making each piece unique. Hyo Silver provides a one year warranty against damage due to manufacturers' defects under normal use of the product, with proof of purchase. We reserve the right to inspect the item to determine if it has been abused in any way, including exposure to harsh chemicals or damaging impacts. If your item falls within the warranty, it will be repaired or replaced at no cost. For cherished items that fall beyond the warranty, we provide product services at a reasonable rate. Complimentary cleaning and antiquing is offered with all Hyo Silver products at our store location. *Customer is responsible for shipping charges. Hyo Silver is not responsible for lost or stolen items. *Chains are sold at discounted price as a courtesy to our customers purchasing a Hyo Silver pendant. Since they are provided by a 3rd party, chains are not warrantied. We can replace some parts for you at a minimal charge and shipping fees, but recommend you take the chain to a local jeweler for repair services.

Exchanges: Exchanges and store credit are available within 14 days of purchase. An exchange form is included with your shipment.

If you are in need of an Exchange Form, please email customerservice@hyosilver.com with the subject line "Exchange" and a representative will email you a copy to print, and answer any additional questions you may have. Please allow 10 business days to process your request upon receipt. See the **Exchange Form** for full details.

Product Services: If your Hyo Silver item is in need of services including cleaning, antiquing, or repair/refurbish, please email customerservice@hyosilver.com with the subject line "Product Service" and representative will email you a copy to print, and answer any additional questions you may have. See the **Product Service Request Form** for full details and turnaround time.

Rings: Please note: Generally, tapered rings will fit your normal ring size, while bands 3/8" or wider may require a half size larger. Many of the styles of rings we produce contain a continuing pattern around the band that does not permit resizing. For stock items, we provide a 14 day exchange period in which you may exchange for a different size. Rings are available in full and half sizes with a variance within a quarter of size. For custom items, we recommend customers get sized for the band width of the ring they are ordering to insure correct measurements, as resizing is not advised for many styles.

Earrings: At Hyo Silver, we understand that accidents happen. If one of the earrings you buy from us is lost or destroyed, and is not a closeout item, you may purchase another pair from us for one-half the price of the new pair, when you ship the remaining earring back to us.

Cleaning & Care: Protect your jewelry from impacts against hard or abrasive surfaces. Regularly examine jewelry to ensure settings, clasps, and joinings are secure. Typically, silver that is worn regularly requires less cleaning: Hyo Silver recommends wearing jewelry daily and removing jewelry for water related or laborious activity. Jewelry containing black antique background, oxidized designs, or gemstones, can be damaged by cosmetics, extreme temperatures, household chemicals, and ultrasonic cleaning. To clean jewelry, we recommend Hyo Silver Gentle Cleaner and Polishing Cloth. Complimentary cleaning and antiquing is available at our store location.

We would like to thank you again for your purchase. We hope that with proper care, your individual piece will bring you many years of enjoyment. As always, we strive for excellence in customer satisfaction and customer service. Please contact us with any questions or suggestions.

-The Hyo Silver Team