



## SATISFACTION POLICY

hyosilver.com

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[customerservice@hyosilver.com](mailto:customerservice@hyosilver.com)

**Free Manufacturing Warranty:** We stand behind the quality and craftsmanship of our jewelry. All Hyo Silver items are handcrafted by our artisans and contain subtle variations, making each piece unique. Hyo Silver provides a one year warranty to cover any manufacturers' defects occurring under normal use of the product. Damage caused by wear and tear, impact, chemical contact etc is not covered under warranty. 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 are offered for all Hyo Silver products at our store location. \*Customers are responsible for shipping charges. Hyo Silver is not responsible for lost or stolen items. Chains are warranted for manufacturers' defects.; parts and findings that wear with use or break from impact damage are not covered under warranty. We can replace most chain parts at a minimal charge and shipping fees. Repair or service performed by a jeweler other than Hyo Silver will void the warranty. Our manufacturing warranty excludes coverage for wear and tear, loss of gemstones, product loss or theft.

**Refunds:** Refunds are available up to 30 days from purchase when the item is returned in new condition. Refunds are issued via check for cash and debit card with pin purchases; or applied to the original purchasing credit card less a 10% restocking fee. Refunds issued to a Hyo Silver gift card are refunded in the full amount. Custom orders are non-refundable. Sale items are non-refundable. Priority pre-paid custom orders are refundable less 10% when requested before final approval of the artwork is given.

**Exchanges:** Exchanges and store credit are available within 60 days of purchase when the item is returned in new condition. An exchange form is included with shipments or available at hyosilver.com. Please allow 10 business days to process your request upon receipt. See "Exchanges" at hyosilver.com for more information.

**Sale Items:** Sale items are non-refundable. Customers may exchange the item for another stock item or gift card credit within 60 days from purchase.

**Product Services:** If your Hyo Silver item is in need of services including cleaning, antiquing, or repair/refurbish, please print the Service Request Form. Complimentary cleaning and antiquing is offered with all Hyo Silver products at our store location when dropped off or for a reasonable return shipping charge. 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 without breaking that pattern. For stock items, we provide a 60 day exchange period in which you may exchange for a different size when the item is returned in new condition. Rings are available in full and half sizes with an allocated variance of a quarter of size. For custom items, we recommend customers get sized for the band width of the ring they are ordering to ensure 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

## Online Shopping

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## Free Lifetime Manufacturing Warranty

We stand behind the quality and craftsmanship of our jewelry. Brilliant Earth offers a free lifetime warranty against manufacturing defects on all Brilliant Earth fine jewelry. This warranty does not apply to our collection of estate and vintage jewelry, since these pieces were not manufactured by Brilliant Earth.

If you experience damage to your purchase due to manufacturing, we recommend you [contact us](#) so we may evaluate your piece. A \$50 deposit will be taken before the shipment of your item to Brilliant Earth for evaluation, which covers the cost of shipping the item and an evaluation by our expert jewelers to determine if the damage is warranted. This fee is refunded in full for all warranted repairs. We also offer complimentary shipping back to the customer for all warranted repairs. Repairs that are not covered under the lifetime warranty will have a price quoted to the customer for approval before work is performed. If approved, the deposit will be applied to this repair. If the customer chooses not to perform the repair, the deposit will be applied to cover the shipping charge back to the customer after evaluation.

If a warranty issue is found, Brilliant Earth will repair the warranted damage or replace the item without charge.

Repair or service performed by a jeweler other than Brilliant Earth will void the warranty. All fine jewelry can be affected by normal wear, activities, or trauma. This is especially true for rings, since hands are actively used and subject to daily pressure. Our manufacturing warranty excludes coverage for wear and tear, loss of gemstones, product loss, or theft. Coverage also excludes damage or loss caused by a failure to obtain the repairs required to preserve the integrity of the jewelry.

Some examples of common jewelry issues that would not be considered manufacturing defects include:

- The discoloration of precious metals caused by chemicals, make-up, immersion in pools and hot tubs, or bathing.
- Precious metals, and especially prongs, wear down over time and may require restoration work as part of normal wear.
- Prongs catching, wearing out, or bending over time due to everyday wear or normal damage, allowing a gemstone to fall out.
- The loss of a gemstone caused by damage from everyday wear or from other damage.

Brilliant Earth offers extended service plans at an additional charge which cover many common wear and tear issues. We also recommend that you maintain independent insurance coverage for your jewelry to help cover significant damage, loss, or theft. Please call us at 800.691.0952 for more information.

## Extend Protection Plan

Adding an Extend Protection Plan to your purchase is a great way to help make sure you're protected in case your most valued items experience accidental damage, as well as have coverage beyond our standard manufacturer's warranty. Extend's program also provides additional services and benefits including free ring sizing (outside of our 60 day complimentary resize period), rhodium plating, polishing, and more. Plan lengths vary depending on your needs and can range from 2-years to Lifetime coverage based on qualifying Brilliant Earth items. Choose an Extend Protection Plan in your online shopping cart with any qualifying Brilliant Earth purchase. Extend Protection Plans are offered by Extend in collaboration with Brilliant Earth. For more Protection Plan details, please [click here](#).

For further assistance in regards to Extend, please contact the Extend Customer Care Team through the [Extend Claims Portal](#) or via phone at 877.248.7707

## Free Lifetime Diamond Upgrade

Brilliant Earth is proud to offer a free lifetime natural diamond upgrade. Any loose diamond purchased from Brilliant Earth, excluding our lab created diamonds, can be exchanged for credit equivalent to the original purchase price for a new diamond that is at least fifty percent greater value. In order to be eligible, the diamond being upgraded must be accompanied with original documentation and must be in saleable condition. Upgrades are not available for colored gemstones, settings and jewelry, or lab created diamonds. Upgrade credit does not include duty or tax paid on the original purchase. All applicable duties and taxes will be charged on the full retail price of the new diamond before any credit is applied. If the upgraded diamond cannot be set in your original engagement ring setting, you can exchange it for a precious metal credit as determined by Brilliant Earth. We will recycle gold or platinum jewelry and offer a credit based on

current metal prices. Please call us at 800.691.0952 for more information on our diamond upgrade policy.

## Brilliant Earth Temporary Setting Option

If you are confident about your choice of diamond, but would prefer that your partner participate in choosing the mounting, we offer a temporary mounting option. We will set your diamond in our classic 18K White Gold 2mm Comfort Fit solitaire engagement ring.

Within 60 days of your initial purchase, you and your fiance may return the temporary mounting and choose from our extensive catalog of customized mountings. A \$75 refurbishing fee will be deducted from the purchase price of the 18K White Gold 2mm Comfort Fit engagement ring for your use of the temporary mounting. The remaining balance will be credited towards the purchase of a new mounting. Please call us at 800.691.0952 to learn more about this option.

## Colored Gemstone Policies

Brilliant Earth is pleased to offer an extensive collection of one-of-kind loose colored gems. Brilliant Earth will also mount your gem in any of our standard ring settings that accommodate that shape. If for any reason you are not completely satisfied with your loose gem or colored gem set in one of our standard mountings, it is eligible for our 30 day return or exchange policy as long as your item is in its original, unworn condition with the following exceptions: rings that have been resized, custom engraved, or previously exchanged.

## Placing and Tracking Your Order

Brilliant Earth provides online order processing or if you prefer, we can process your order over the phone. Please call us at 800.691.0952 to place your order. It is our pleasure to have one of our experienced representatives assist you! Please note that your order will be processed only after your credit card is approved or alternate payment is made.

Once you place your order and payment is received, you will receive an order confirmation email. If you do not receive the confirmation email, call us directly at 800.691.0952. Please contact us to check the status of your order.

Once Brilliant Earth ships your order, you will receive another confirmation email indicating when you should expect to receive your package.

## Taxes

Please note that US sales tax requirements may be subject to change due to the recent Supreme Court ruling on sales tax.

For US Orders, Brilliant Earth collects sales tax on orders shipped to addresses in Alabama, Alaska, Arizona, Arkansas, California, Colorado, Connecticut, Florida, Georgia, Hawaii, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Nebraska, Nevada, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, Virginia, Washington DC, Washington State, West Virginia, Wisconsin, and Wyoming. For orders shipped to Canada, the UK, or Australia, Brilliant Earth collects the relevant GST/PST/HST/VAT based on the country/province that the order is being shipped to. There are no additional duties for orders shipped to Canada, or Australia. For orders shipped to the UK, Brilliant Earth collects the relevant duties for each order. Taxes and duties on orders will be calculated based on the rates in effect the date your order ships.

## Gift Card

A Brilliant Earth gift card is perfect for any occasion. You will receive your gift card reference code via email after your payment is complete and your full order is verified with details on how to use. To redeem your gift card, enter your unique reference code in the “Gift Card or Promo Code” field of your shopping cart. Brilliant Earth does not collect sales tax on purchases of gift card. Customers may only purchase one gift card at a time. Gift cards are non-transferable, cannot be redeemed for cash, and cannot be returned for a cash refund. Any unused portion of the gift card will remain available for future purchases under the same gift certificate reference code. Brilliant Earth is not responsible for lost or stolen gift cards.

## Special Requests

Our jewelry specialists will often be able to provide alternative gems or precious metals that are not shown on our website. For example, we have been able to offer the following to fit our customer needs and budgets:

- Additional ethical origin diamond options that are not shown on our website
- Alternative metals such as 14K white gold and 14K yellow gold
- Alternate colors, shapes, and sizes of sapphires, emeralds, and rubies
- Semi-precious gems, including moissanites, aquamarines, morganites, and amethysts

In addition, we can also make modifications to any of our standard styles to fit your preferences. This includes the following:

- Changing the finish from polish to matte
- Changing the width of the ring
- Setting different diamond or sapphire accents

We also offer custom design so you can design a truly one of a kind piece to be cherished always. [Contact us](#) for any special requests!

## Engraving Services

Many of our rings and select necklaces/bracelets can be engraved for an additional \$40 with a personalized message on the interior of the ring. Our website enables you to add a personalized message to your selected wedding ring. For engagement rings, please [contact us](#) for assistance. Please note: engraved rings are not eligible for return, resize, or exchange. Engraving may take 3 additional days for delivery.

## Laser Engraving

The majority of our diamonds are laser engraved on the girdle with an identification number, such as the lab grading report number, and/or a unique symbol. Laser inscriptions are visible with a 10x magnification loupe and are not visible to the naked eye. These inscriptions provide peace of mind when making a diamond purchase since they are an easy way to identify a diamond. Please [contact us](#) to determine the exact laser engraving of your diamond.