



PRECIOUS GEMS

J E W E L E R S

LIFETIME JEWELRY WARRANTY:

We provide a Limited Lifetime Warranty on all of our jewelry. We guarantee your jewelry to be free of defects in material and craftsmanship. To maintain your warranty coverage please visit our shop or send in your jewelry every 6 months and receive a complimentary cleaning/inspection.

As a future service, we will update the appraised value set forth herein for as long as you own your jewelry, based upon prevailing replacement market conditions.

What is not covered:

Jewelry that has been abused voids all guarantees. Wearing your jewelry during housework, washing dishes, gardening, working out, swimming in pools and hot tubs is considered abusive treatment.

Precious Gems Jewelers Limited Lifetime Warranty does not apply to lost/stolen items. We recommend insurance to insure against loss or theft. If your insurance company needs an appraisal for an item purchased from us, we will happily provide it free of charge.

If your Precious Gems Jewelers item has been stolen and you have a police report describing the stolen item(s) you may purchase a replacement item at a discounted price.

We guarantee for life, for free, all merchandise made entirely of gold, platinum or silver; all merchandise made entirely of gold, platinum or silver and containing diamonds, rubies or sapphires; all merchandise containing cultured pearls; and all wedding bands made of cobalt and titanium. Due to the nature of cobalt and titanium, the resizing of wedding bands made of those metals is not covered by this warranty. Our unique men's items constructed from materials such as rubber, leather, stainless steel, carbon fiber and tungsten, are either not meant to last a lifetime or are non-precious metals, and therefore, merchandise containing these materials is not covered by our Free Lifetime Warranty and is not eligible for trade-in or upgrade. With proper care, you should enjoy years of pleasure from these items.

Warranty Transfers:

Transferring or selling your item to a third party voids the warranty unless it is being transferred or sold within your family.

Trade-In Policy:

We offer a trade-in program for any diamond purchase at Precious Gems Jewelers. You will be credited your full purchase price toward a diamond purchase selling for at least twice your original purchase price.

Can other Precious Gem Jewelers jewelry like pearls and men's jewelry be upgraded or traded in?

Because pearls deteriorate over time and other materials such as rubber, leather, stainless steel, carbon fiber and tungsten, are either not meant to last a lifetime or are non-precious metals, we are unable to accept items with those materials for trade in or upgrade. For the same reasons, cobalt and titanium merchandise are also not eligible for trade-in or upgrade.

Can I trade in jewelry that was not purchased at Precious Gem Jewelers?

Gold and some precious gemstones may have value on the wholesale market. Therefore, we may be able to offer you a trade-in allowance for your second-hand jewelry, based on the prevailing fair market value of its gemstones and metal. You may then use this allowance toward the purchase of your new pieces.

How much will I receive for my Precious Gem Jewelers diamond, solitaire pendant or solitaire earrings when upgrading?

You will receive the full, original amount you paid toward the purchase of the new diamond, solitaire pendant or solitaire earrings.

How much will I receive for my other Precious Gem Jewelers jewelry if I want to upgrade?

For any other Precious Gem Jewelers merchandise made of gold, platinum, diamonds, rubies or sapphires, receive the full value as credit toward another piece of jewelry, provided your new purchase is double the value of the original purchase.

Complimentary Jewelry Cleaning and Repair:

Maintaining the beauty of your jewelry is easy. Simply visit our shop every six months or mail in your piece to receive a free cleaning and inspection. This ensures that you maintain your Limited Lifetime Warranty coverage and keep your jewelry looking new. If we determine that your jewelry needs attention we will repair it for free.

If it has been significantly longer than six months since your last cleaning and inspection, bring in your jewelry as soon as possible, and after we have cleaned and inspected it for free, and replaced any gemstones that may be missing and made any necessary repairs at your expense, we will happily reactivate your warranty for free.

Unfortunately, if an outside jeweler performs repair work on a piece of Precious Gems Jewelers jewelry, we cannot verify or guarantee the work, and the Precious Gems Jewelers Limited lifetime warranty becomes void.