

## **60 Day Exchange Policy**

MySolitaireConcepts.com congratulates you for your purchase. Your beautiful new piece of jewelry is covered for a period of sixty days against any manufacturer's defects. MySolitaireConcepts.com will, at its option, repair or replace the item, provided the item be returned within the stipulated warranty period, accompanied by the proof of purchase. This warranty is void if the item has been damaged by accident, negligence, unauthorized service or other factors not due to defects in materials or workmanship. We are happy to repair an item out of warranty at a nominal charge. We are sorry, but there are no refunds.

Please be aware that since each Product is one-of-a-kind, MySolitaireConcepts.com cannot guarantee that it will be delivered exactly as the image appear on the web site, and it may slightly differ from the image, including but not limited to the gemstone color.

**\*The Exchange Policy applies on products sold by MySolitaire.com and TBR International only. Other vendor items sold on MySolitaire.com do not offer Exchange Policy**

## **EXCHANGE PROCEDURES**

To return or exchange an item, simply:

1.

Read your warranty carefully. The warranty only applies for 60 Days

**Call for Authorization Number-** Call MySolitaireConcepts customer service at (866-697-6548) and obtain a Repair/Exchange Authorization Number. This number authorizes the customer to apply for exchange and is mandatory to continue the procedure. Write this code (i.e. the Repair/Exchange Authorization Number) on the return sticker found at the bottom of this page and affix the sticker to the outside of the box.

2. Place all original packaging in the box, including diamond certificates. For security reason do not write My Solitaire anywhere on the outside of the box. Include your name a copy of your receipt, daytime phone number, your e-mail address and your return street address. For your security, all deliveries require an adult signature.
3. Write a brief description of the problem.
4. Send the package by **ANY INSURED SHIPPING METHOD** if the value of the items being returned is less than \$500. If the item being returned is more than \$500 then **Priority OR Registered Mail** is the safest way to ship high-value items as FedEx and UPS will not insure goods over \$500.
5. For your protection, please insure the package for the full amount of the invoice plus shipping charges. For returns of over \$500 from outside the US, please contact a 3rd party insurance company to arrange coverage. Also request a return receipt to ensure the shipment is tracked.\*All requests will be processed after our laboratory inspects and verifies the condition of the item. Please allow 2 to 3 weeks for jewelry

repairs. Allow 4 to 8 weeks for watch repairs. We use USPS Priority mail to return ship the product.

6. Sorry, we cannot deliver to a P.O. Box.
7. All shipping costs are your responsibility.

**MySolitaireConcepts.com**

**Any unauthorized OR improperly packaged packages will be returned to sender. Items that have been worn, resized, engraved, altered, or damaged in any way cannot be accepted for return.**

**\*My Solitaire is not responsible for items lost or damaged while shipping.**



**To:**

**My Solitaire Concepts  
Exchange Dept  
7 West, 45th Street #1605  
New York, NY 10036**

**EXCHANGE/REPAIRS AUTHORIZATION CODE:**