

30-Day Return Policy

We hope your diamond or jewelry purchase has exceeded your expectations. However, if you would prefer to exchange or refund, you may do so within 30 days of its invoice date.

We are pleased to offer a 30-day return policy on all products sold by MySolitaire.com and TBR International only, except Make an Offer and Customized products*. Other vendor items sold on MySolitaire.com do not offer 30 Day Return Policy

*Customized products are the ones specially made on request of the customer.

RETURN PROCEDURES

To return or exchange an item, simply:

- 1. Call for Authorization Number- Call MySolitaireConcepts customer service at (866-697-6548) and obtain a return authorization number. This number authorizes the customer to apply for return and is mandatory to continue the procedure. Write this code (i.e. the 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.**
- 3. 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. 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.***
- 4. All requests will be processed after our laboratory inspects and verifies the condition of the item. Returns take approximately five to seven business days to process upon receipt of the item.**

Disclaimer: 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.

***MySolitaireConcepts.com is not responsible shipping.**



To:

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

RETURN AUTHORIZATION CODE: