### T.Q. Diamonds' Store Warranty

CLIENT NAME:		
ADDRESS:		
CITY:		
STATE:	ZIP:	

### LIFETIME WARRANTY

- 1. All diamonds are Natural in origin and all diamonds purchased from T.Q. Diamonds are Conflict Free.
- 2. Free Jewelry Cleaning and Inspection for the lifetime of the jewelry. Excludes watches.
- 3. Precious Metal Content- of all 14 karat, 18 karat and platinum jewelry from T.Q. Diamonds is warranted to meet or exceed the precious metal content that is hallmarked inside the ring.
- 4. Trade-in Policy-Loose Diamonds: T.Q. Diamonds will offer you the original purchase price of the diamond towards the purchase price of a new diamond if it is at least double the price of the original diamond purchase. Colored gemstones and other materials are not eligible for trade-in.
- 5. If grading done by T.Q. Diamonds' Accredited Gem Lab on any loose diamond sold without an outside diamond report, (AGSL, GIA GTL or EGL) differs by more than one color and/or one clarity grade from that of another AGS Accreditied Gem Laboratory, AGSL or GIA GTL, we will either replace the diamond with the expected grading or refund your purchase price in full. In case of SI2 vs. I1, if there is any discepency whatsoever between our grade and that of an outside AGS Accredited Gem Laboratory, AGSL or GIA GTL, we will replace the diamond.

#### ONE YEAR WARRANTY -

Diamond/Gemstone loss- Your T.Q. Diamonds jewelry will be warranted against lost diamond/gemstone due to defective settings or manufacturers defect for a period of 12 months from date of purchase. Lost stones due to abuse or mysterious disappearance, including but not limited to bent prongs or tampering, will not be covered under this warranty.

In order to maintain this warranty, you must have the jewelry item inspected at six months from the date of purchase. This warranty must be signed and dated by an employee of T.Q. Diamonds at the six-month inspection.

#### THREE YEAR WARRANTY -

- 1. Routine Maintenance will be covered by T.Q. Diamonds for a period of thirty-six months. The jewelry item must be inspected by T.Q. Diamonds every six months and the warranty must be validated by an employee of T.Q. Diamonds for this warranty to be valid. T.Q. Diamonds will perform all routine maintenance such as retipping, repronging, tightening of loose stones, reshanking and replacement of a head at no cost to the purchaser. T.Q. Diamonds will alter the ring size of any ring sold one time within the thirty-six month period. There will be no sizing on Christian Bauer, Steven Kretchmer or Tacori as they are special order items. No additional ring sizing is covered under the routine maintenance agreement. (Excludes watches)
- 2. Workmanship-Except for normal wear and tear or abuse, the workmanship and design of your jewelry is warranted against pitting and cracking as long as it has not been sized or worked on by anyone but T.Q. Diamonds. (Excludes watches)
- 3. Repair of prongs, heads and shanks. This includes the tightening of any center stone or side accent stones for a period of thirty-six months from date of purchase. T.Q. Diamonds will repair or replace the damaged item at their discretion. If the item is repairable, it will be repaired within seven days unless special parts are required. If the item(s) needs to be replaced, T.Q. Diamonds will do so within 30 days after being notified.
- 4. T.Q. Diamonds guarantees that all jewelry will be free of manufacturing defects for the period of thirty-six months. If a defect is detected within the warranty period, the item will be repaired free of charge.
- 5. Gold Chain Warranty-T.Q. Diamonds will replace any gold item with the exact chain or bracelet for a period of 36 months. Replacement will be made due to kinks, breaks, or clasp problems. If a particular item is not available due to the manufacturer, T.Q. Diamonds will give the original purchaser gold credit in the number of gram weight of the original item to be replaced. This credit will be used towards the selection of another gold chain or bracelet. If the entire gold gram credit is not used there is no cash refunded.

SIX MONTH INSPECTION —	
Center Diamonds (tightness checked)	Y
Side Diamonds (tightness checked)	Y Y
Prong Defects	
Mounting Defects	Υ
•	
NOTES	
T.Q. Diamonds Authorized Jeweler Date	
ONE YEAR INSPECTION ————	
Center Diamonds (tightness checked)	Y
Side Diamonds (tightness checked)	Y
Prong Defects	Y
Mounting Defects	Y
NOTES	
T.Q. Diamonds Authorized Jeweler Date	
EIGHTEEN MONTH INSPECTION——	
Center Diamonds (tightness checked)	Y
Side Diamonds (tightness checked)	Y
Prong Defects	Y
Mounting Defects	Y
NOTES	

T.Q. Diamonds Authorized Jeweler

TWO YEAR INSPECTION————	
Center Diamonds (tightness checked) N	Y
Side Diamonds (tightness checked)N	Y
Prong Defects	Y
Mounting Defects	Y
NOTES	
T.Q. Diamonds Authorized Jeweler Date	
THIRTY MONTH INSPECTION ———	
Center Diamonds (tightness checked) N	Y
Side Diamonds (tightness checked)	Y
Prong Defects N	Y
Mounting Defects	Y
NOTES	
T.Q. Diamonds Authorized Jeweler Date	
T.Q. Diamones / tanonized joinenes	
THREE YEAR INSPECTION ————	
Center Diamonds (tightness checked)	Y
Side Diamonds (tightness checked)	Y
Prong Defects	Y
Mounting Defects	Y
NOTES	

T.Q. Diamonds Authorized Jeweler

Date

#### **TERMS AND CONDITIONS**

In order to maintain the warranty, the stated jewelry and this warranty document must be brought into T.Q. Diamonds once every six months for a proper inspection. At the time of inspection, the warranty document will be signed/dated by an employee of T.Q. Diamonds. The warranty must accompany the jewelry item(s) at time of inspection. The original sales receipt must be attached to this warranty as proof of purchase date.

## WARRANTY WILL BECOME VOID UNLESS INSPECTED AND ALL REQUIRED WORK PERFORMED BY T.Q. DIAMONDS EXCLUSIVELY.

Remedy regarding precious metals; For precious metal content, please provide an Assay Report from any professional Assay Lab that is familiar with precious metals. If metal content is not as stated in the hallmark, T.Q. Diamonds will replace with a like or new item at its own discretion and cost, within 30 days of said item being brought into T.Q. Diamonds.

This warranty is void if the covered item(s) has any work performed on it including but not limited to the removal of center stone, and sizing after the initial sale, by any jewelry repair service or other jewelry store other than T.Q. Diamonds.

Lifetime Warranty- where lifetime warranty is used, this refers to the Original Purchaser ONLY.

Remedy regarding lost stones covered under this warranty- In the event that a center stone or side stone is lost, and such loss is covered under this Warranty, then T.Q. Diamonds shall make reasonable efforts to replace such lost stone with a like or similar stone as per the original T.Q. Diamonds' specifications.

Remedy regarding mounting defects- T.Q. Diamonds reserves the right to repair or replace the jewelry item with a like or new jewelry item should the item, at T.Q. Diamonds sole discretion, be non-repairable.

T.Q. Diamonds shall not be liable to you (the original purchaser) for- ① any amount in excess of the original purchase price, ② any intrinsic, sentimental, antiquity, heirloom or other type of value, ③ any value greater than that covered under this Warranty, or ④ incidental or consequential damages, including but not limited to lost time or loss of use of covered jewelry items.

Arbitration- Any and all claims or disputes arising out of or in connection with, or in relation to the interpretation, performance or breach of this Warranty shall be resolved, on an individual basis, by final and binding arbitration.





# **WARRANTY**

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