

# Ultimate Diamond Product Warranty

## One Year Manufacturer Warranty

At Ultimate Diamond, we have unwavering confidence in our products. We assure you that all items are meticulously crafted and are free from manufacturing defects for their entire lifespan. If you suspect any manufacturing defect in your item, please send it to us for a thorough inspection. Should we find a manufacturing defect, we will promptly repair or, as appropriate, replace the item. In the event that the original item is unavailable, Ultimate Diamond reserves the right to replace it with a similar item or offer a refund equivalent to the original selling price.

If the damage is not attributable to a manufacturing defect, we will notify you and discuss the available repair services at a cost, if applicable.

It's important to note that minor variations in craftsmanship, natural characteristics, or internal inclusions in colored gemstones are distinctive traits of each item and should not be considered defects.

## Complimentary Cleaning and Inspection Services for Diamond Rings

We recommend regular cleaning and inspections for your diamond ring, ideally every six months or after any potential mishap. These inspections can help prevent stone loss and ensure the longevity of your jewelry. This service is complimentary for all Ultimate Diamond customers with Ultimate Diamond rings; you only cover the shipping cost, and we take care of the return shipping. Ring mounting repairs can also be arranged during this service at an additional cost.

## Conditions and Exclusions

- Please note that the Manufacturer Warranty and Complimentary Services are exclusively available to the original purchaser of Ultimate Diamond.
- Any maintenance, repair, sizing, or service performed by a party other than Ultimate Diamond will void your Manufacturer Warranty.

- Normal wear, activities, or accidents can affect fine jewelry, particularly rings exposed to daily wear and tear. We do not provide warranties for damage caused by normal wear, product loss, stone loss, or theft. Damage or loss due to a lack of necessary repairs to uphold the product's integrity is also not covered.

*Here are some examples of common jewelry issues that are not considered manufacturing defects:*

- Discoloration due to exposure to chemicals, makeup, swimming pools, hot tubs, or bathing.
- Prongs and precious metals are worn over time, potentially requiring restoration work due to normal wear.
- Bent, caught, or worn-out prongs leading to stone loss or damage from regular wear and tear.
- Lost stones or stone damage resulting from chipping or breaking due to normal wear or other damage.
- Rest assured, Ultimate Diamond is committed to the exceptional quality and craftsmanship of our products.