

Easy Returns at Ultimate Diamond

We make returns hassle-free!

- 30-Day Return Policy: Exchange or return only in-stock items with 30 days of shipment.
- For any custom-made items, a restocking fee of 25% will be applied upon return.
- Free Shipping: Get a complimentary return shipping label for U.S. and Canadian orders.
- Insured & Secure: Our free return label includes insurance coverage for your valuable items.

Begin your return by emailing us at care@ultimatediamond.com

FedEx Domestic Shipping Instruction

- Use the attached FedEx Prepaid Label for returning items to Ultimate Diamond.
- Call the toll-free number to talk to a FedEx customer service rep.
- Mention the FedEx Pre-Paid label and request a pickup.
- Schedule the pickup at your convenience within FedEx's window time.
- You can ask for FedEx boxes and Padded Pak or use your own shipping materials.

Packing Instructions:

1. Put authorized items in their boxes or any available jewelry boxes.



2. Place all authorized items in a FedEx Padded Pak or use bubble wrap.



3. Insert the Padded Pak into a Small FedEx Box.

Dimensions : 10-7/8" x 1-1/2" x 12-3/8" (27.62 cm x 3.81 cm x 31.43 cm)



4. Put the Small FedEx Box inside a Medium FedEx Box.

Dimensions : 11-1/2" x 2-3/8" x 13-1/4" (29.21 cm x 6.03 cm x 33.66 cm)



5. Apply the FedEx Pre-Paid Label on top of the Medium Box.
6. Failure to follow these instructions may result in theft or void insurance coverage.
7. Ultimate Diamonds is not liable for losses due to non-compliance.

8. We have insurance coverage under our account.
9. Schedule pickups from Monday to Thursday to prevent weekend or holiday delays.