



Thank you for choosing Tungsten World,

We strive to ensure all of our products fit our customers according to their specific tastes and needs. If for any reason you need to make a lifetime replacement, please follow the instructions below for proper processing:

Lifetime Replacement Instructions:

- This is the instructions sheet for orders that are no longer within the limits of the 45-Day Perfect Fit Policy, and custom-made rings. If the ring has been in your possession for less than 45 days, and is not a custom-made ring, please refer to the Perfect Fit Policy.
- Make a copy of your invoice and list the instructions for desired ring size/style on the copy invoice.
- Include a check or money order for the appropriate deductible per piece. The deductible pricing is listed below.

Domestic Customers: The deductible for solid style/Carbon Fiber/Ceramic Inlay tungsten rings is \$50; all precious metal inlay rings/single diamond solitaire tungsten rings is \$70, multi-stone diamond inlay tungsten rings is \$100, (See website for Custom-made rings). Domestic shipping and handling and insurance cost is included in the deductible, engraved items will be re-engraved with same message for free.

International Customers: Please add \$15 to the appropriate price above for the extra shipping costs.

- All watches are warranted by the manufacturer, please contact them for details.
- All bracelets and accessories are warranted by the manufacturer for a limited 90-day warranty on the finish.
- Please make checks out to: **Tungsten World**
- Send returned items to:
Tungsten World
471 W. Lambert Suite 110
Brea, CA 92821

Steps to Package: In order to ensure proper care of the valuable jewelry, please follow these steps:

Use a NEW cardboard shipping box. Place item in a jewelry box and secure jewelry box inside of the package. Feel free to hold on to the gift bag. Include the invoice inside the package.

You may use any carrier you prefer. You have the option to insure/register the package for the full value and request a return receipt. We are not responsible for items lost, damaged, delayed or stolen during transit.

Timing:

After we receive the package, we will carefully inspect the item to verify condition. Most replacements are issued within 1-3 business days of our receipt of the package. Rings with precious metal inlay may take 1.5 to 2 weeks to ship. We will contact you directly if there are any issues.