



TungstenWorld
471 W. Lambert Rd. Ste. 110
Brea, CA 92821
1 800 731-1123 9am - 5pm PST

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 instruction sheet for orders that are no longer within the limits of the 30-Day Perfect Fit Policy, and custom-made rings. If the ring has been in your possession for less than 30 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 deductible per piece. The deductible pricing is listed below.

Domestic Customers: The deductible for solid style rings is \$50; Sterling Silver Inlay is \$70; Gold Inlay is \$120; Platinum Inlay is \$170; (See website for Custom-made rings). Domestic shipping and handling cost is included in the deductible.

International Customers: The deductible for solid style rings is \$65; Sterling Silver Inlay is \$85; Gold Inlay is \$135; Platinum Inlay is \$185; (See website for Custom-made rings). International shipping and handling cost is included in the deductible.

- All watches and bracelets are warranted by the manufacturer after initial 30-Day period.
- 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.

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