



Tungsten World  
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 the size or style is not to your liking, please follow the instructions below for proper processing:

#### **45-Day Domestic Exchange/Return Instructions:**

- Make a copy of your invoice, keeping the original for your records, and write your instructions for exchange/refund of desired ring size/style on the copy invoice. It is not necessary to send the invoice if you only need engraving, your order number is already on the engraving sheet.
- **For exchange only:** If you originally ordered your ring with an engraving we will re-engage your newly exchanged ring at no cost. Include payment or write “re-bill” on invoice for \$20 per piece for shipping/handling of 2<sup>nd</sup> ring and inspection/cleaning of original ring.
- **For engraving only:** Include the engraving sheet and payment, or check re-bill on sheet, for \$35 per piece which covers handling, engraving AND shipping back to you.
- **For exchange plus 1<sup>st</sup> time engraving (via our paper form):** For this include the engraving sheet and a copy of the invoice with your written exchange instructions. Include payment for \$45 per piece which covers inspection/ cleaning of original ring, the engraving process, handling, AND shipping of the 2<sup>nd</sup> ring back to you.
- **For refund only:** Include payment for \$20 per piece to cover ONLY original shipping/handling, and inspection/cleaning of product.
- **International Customers:** Please add \$15 to the appropriate price above for the extra shipping costs. Refunds are offered at \$10 payment per piece to cover ONLY inspection/cleaning of original product.
- Standard returns and size exchanges within the first 45 days must be in NEW condition. Custom-made rings will immediately fall under the Lifetime Replacement Program. Rings that have been in your possession for 45 days, or longer, are covered under the same Lifetime Replacement Program. See website or contact us for details.
- Bracelets also have 45 day exchanges. See website for details about the warranty or contact us.
- All watches are warranted by the manufacturer after initial 45-Day period (see warranty card).
- For payment, you can write “re-bill original card” on paperwork, or send check payable to Tungsten World. Items are to be sent to: **471 W. Lambert Rd. Ste 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 the original jewelry box and secure jewelry box inside of the package. Feel free to hold on to the gift bag. Include the original 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.
- After we receive the package, we will carefully inspect the item to verify condition. Most refunds, credit or exchanges are issued within 1-3 business days of our receipt of the package. We will contact you directly if there are any issues.

#### **We Can Not Accept for 45-day Exchange/Refund if:**

Item has been sized, soldered, polished, ultra sonic cleaned, steamed, worked on by a jeweler, altered in any way or otherwise damaged. See [www.tungstenworld.com/sizing](http://www.tungstenworld.com/sizing) for details.