



TungstenWorld
22815 Savi Ranch Parkway, Unit E.
Yorba Linda, Ca 92887
1 800 731-1123 9am - 5pm (PST)
sales@tungstenworld.com

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:

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 damaged 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 front side.
- Payment can be made via PayPal (PayPal ID: accounting@tungstenworld.com), check (domestic customers only), money order in US Dollars or provide us with your contact info for credit card payment over the phone:

Domestic Customers: The deductible for ring replacement is \$50 per piece. Domestic shipping and handling is included in the deductible, engraved items will be re-engraved with same message for free.
International Customers: The deductible for ring replacement is \$65 per piece. Intl shipping and handling is included in the deductible, engraved items will be re-engraved with same message for free. (please no personal checks, they will not be accepted).

- 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.
- For payment, you can send money order to Tungsten World or process payment via PayPal – PayPal ID: accounting@tungstenworld.com. Items are to be sent to: **22815 Savi Ranch Parkway, Unit E, Yorba Linda CA; 92887.**

Steps to Package: In order to ensure proper care of the valuable jewelry, please follow these steps: ▪ Use a cardboard shipping box, do not send in a standard envelope. Please make sure item is safe and secure in the box before sending. Feel free to hold on to the gift bag. Include a copy of the invoice. ▪ **Shipping:** 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 customs, duties, shipping fees, items lost, damaged, delayed or stolen during transit.**