



Tungsten World
235 E. Broadway Suite 606
Long Beach, CA 90802
1 844 795-9667 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.
- **For exchange only:** Include payment or write “re-bill” on invoice for \$20 per piece for shipping/handling of 2nd ring and inspection/cleaning of original ring. Engraved rings will be re-engraved at no further charge.
- **For refund only:** Include payment for \$20 per piece to cover ONLY original shipping/handling, and inspection/cleaning of product (shipping, engraving fees, and/or customization fees are non-refundable as these are a service).

Lifetime Replacement Instructions:

- This is the instructions sheet for ring 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 money order, or you can provide us with your contact info for an over-the-phone credit card payment.

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.

- Standard returns and size exchanges within the first 45 days must be in NEW condition.
- Accessories also have 45 day exchanges/returns and must be in NEW condition.
- GENEVE and Chisel Watches: refunds and exchanges are allowed within a 30-day period and must be in NEW condition. If there are signs of wear or damage, returns and exchanges may not be allowed, or at our discretion a repair cost will be applied.
- GENEVE and Chisel Watches are covered by a manufacturer’s 3-year limited warranty from date of purchase. Warranty covers failures due to defective materials or workmanship under normal use. See manufacturer’s warranty included with every watch.
- For payment, you can write “re-bill original card” on paperwork or send a money order to Tungsten World. Items are to be sent to: TW, 235 E. Broadway Suite 606, Long Beach, CA 90802.

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.**
- 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 for details.