

THE CLEAR CUT

Warranty Policy & Information

Every Clear Cut piece is handcrafted in New York City. We offer a manufacturer's warranty with every custom ring and stand behind the integrity of every custom piece we make.

The Clear Cut *Collection Jewelry*

Warranty

Depending on the degree of damage, we will cover the cost of repairs within six months of receiving the item. If a stone falls out, contact us and the warranty depends on the size of the stone or degree of damage.

Services include: chain repair, clasp repair, and prong repair, please reach out to us at olivia@theclearcut.co for any other services needed.

After 6 months The Clear Cut will provide any associated costs, please reach out to us at olivia@theclearcut.co.

Resizes

Be sure to check your ring size to ensure that you are getting the correct fit for your piece! You can learn about [Finding The Correct Ring Size](#) on our Blog, or check out our [Ring Sizer](#)! Resizes for Clear Cut Collection pieces are not included under warranty. For plain or half eternity bands, a resize costs \$75 + shipping. For eternity bands, contact us for a quote

Cleaning & Inspection

We offer complimentary inspection and select cleaning services for our pieces, but you would be responsible for covering the shipping costs to get the item to us. Contact us for further details.

Shipping An Item to Us

If you need to send your item back to us for resizing, repair, or cleaning, we are happy to provide an insured shipping label if needed. Cost may vary depending on the value of the item.

The Clear Cut *Engagement Rings*

Warranty

Our warranty covers the costs of repairs to the setting within six months depending on the damage. After six months we will pass on the cost of the repair. We carefully inspect each ring to determine the cause of the damage and if the repair is covered under our warranty. If we find the damage was due to the manufacturing of the ring, we will happily cover the cost of the repair, but if the damage was due to the wearer damaging the ring, we will repair your ring, but it may not be covered under the warranty.

After 6 months The Clear Cut will provide any associated costs, please reach out to us at olivia@theclearcut.co.

Repair Services

1. Rerounding, which can happen over time if excessive pressure is applied to the band
2. Prong repair
3. Pave diamond replacement, this can happen if the wearer applies excessive friction to the ring, for example, if you work out with your ring on. If a stone larger than a pave diamond falls out, contact us and the warranty depends on the size of the stone or degree of damage.
4. Cleaning, polishing, and prong tightening are complimentary for the lifetime of the ring

Read our blog for more information on [How To Care For Your Fine Jewelry!](#)

For anything else, please contact us and we will let you know if the servicing falls under warranty. Clients can either drop off or coordinate their own shipping. We can provide an insured shipping label for \$95 each way.

Resizes

Your first ring resize is complimentary, including shipping. Any additional resizes are \$75 + shipping which is \$95 each way for domestic U.S. shipments.

Caring & Cleaning

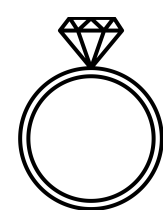
Caring For Your Fine Jewelry

Check out our Blog to read more about [How To Care For Your Fine Jewelry](#). Keep in mind that your fine jewelry piece is delicate, so make sure to be gentle with it! Make sure to take any rings off before a workout, sleep, in the shower, or at the beach, or the pool to make sure they don't fall off or get damaged. All our pieces can withstand saltwater, chlorine, showering, and sweat, but those activities can dampen the sparkle of your diamonds until you clean them next.

How To Clean Your Fine Jewelry

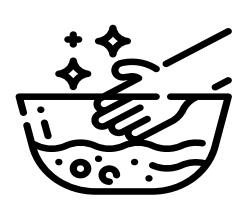
Read more on our blog about [How to Clean Your Fine Jewelry](#). A gentle toothbrush and soapy water can make your diamonds sparkle like new! We don't recommend using an ultrasonic cleaner on a regular basis because it can shake your diamonds and especially if you have small pave diamonds, that can cause them to fall out more easily over time!

1



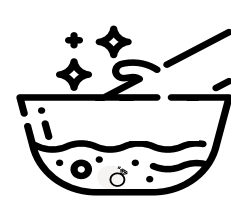
Take your piece off

2



Fill a bowl with warm water and dish soap

3



Soak your jewelry for 10 minutes

4



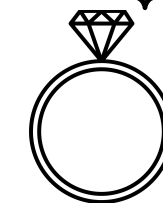
Using a soft bristled toothbrush gently scrub away debris

5



Cover the drain, then rinse with warm water

6



Gently pat dry

●

Pro tip: If your ring has pave diamonds, avoid ultrasonic machines because they can loosen the setting.

More Information

Insurance

We highly recommend getting an insurance plan for your ring to make sure it gets repaired or replaced when needed. Jewelry can be delicate — even a perfectly made ring may fall victim to being knocked against hard surfaces.

Ways to Void Your Warranty

It's standard for jewelers to be able to void a manufacturer's warranty if the rules are not followed. For example, should you bring our engagement ring to a third-party jeweler this may void the warranty. Each jeweler is independent of the other, so it's best to continue with your original jeweler for the best results. The jeweler who crafts the ring and knows their product is the best person to take care of adjustments without complication. We are always happy to help you adjust or fine-tune your ring to perfection.

International Customers

Our warranty applies to international customers! We work with clients across the world. If you are an international client and want to send your piece back to us for services, you are responsible for coordinating the shipping back to our office. International shipping is not covered under our warranty for any service.