

# BIXLERS®

## LIFETIME GUARANTEE PROGRAM



3900 Hamilton Blvd, Allentown, PA 18103, USA  
www.bixlers.com

### CONTINUES TODAY

It is my honor to lead the Bixlers team in the spirit of our founding principles of excellence, endeavor, and creativity. Every Bixlers creation is designed and handcrafted in our state-of-the-art local atelier using responsibly sourced diamonds and precious metals. Our team of jewelers, designers, diamond setters, casters, lappers, hand engravers, and gemologists, meticulously create the jewelry that we sell to the finest jewelers across America. We've been serving you since 1785 and I am committed to providing the people of our region and across our nation with our world-class products. Our warm and knowledgeable in-store experts are eager to help you select the perfect diamond.

Sincerely,  
Perry B. Sporn, CEO, Bixlers



### THE FINE PRINT

For guarantees and services to be in effect, your jewelry or watch must be inspected by Bixlers twice a year without interruption. Recommended maintenance must be performed by Bixlers only. Bixlers retains the sole right to determine whether your jewelry qualifies for coverage and whether it is best to repair or remanufacture jewelry covered under this plan, which could take up to 45 days. Guarantees and services are not transferable.

(1) In the event of a diamond loss, an inspection of the jewelry by Bixlers will determine the cause of loss and verify the coverage under the applicable guarantee. If a loss occurs on the main diamond, both purchaser and recipient will be required to sign and notarize a Loss Affidavit, prompting an investigation. If fraud is determined, the guarantee will become void and Bixlers will cancel all further coverage.

(2) A diamond may lose up to 6% of its weight if recutting is necessary.

(3) Purchases paid by cash or check will be refunded by check within 7 business days. Purchases paid by credit card will be refunded to the original credit card. It may take up to 15 business days for the transaction to appear on your bank statement. All original packaging and documents must be returned.

(4) Trade-in applies to the diamond or diamonds alone. The price of the engagement ring setting will be deducted from the original purchase price.

(5) Rings made with certain stone setting techniques may not be sizable such as channel, bezel, eternity, or gypsy set.

(6) Loss of a diamond due to bent or worn prongs, abuse, or accidental damage is not covered by the Bixlers Best-In-The-Business Lifetime Guarantee because these conditions do not constitute a defect. The loss of the entire piece is not covered. The loss of a diamond not purchased from Bixlers but set into a Bixlers setting is not covered.

(7) Returns made in the first 30 days are covered by our Bixlers Best-In-The-Business Lifetime Guarantee. Any returns made during the additional 60-day period are covered by the Extended Care Plan. The fee for the Extended Care Plan is not refundable for returns made within the extended period.

(8) Not all watches can be covered under the Extended Care plan. Your Bixlers representative will explain which watches qualify for coverage under the Extended Care Plan.

(9) Free soldering of rings together is valid only if both rings were purchased from Bixlers.

**Disclaimer:** We reserve the right to modify or replace our Extended Care Plan and/or other guarantees at any time. Changes will be effective immediately upon posting to our website.



## OUR FOUNDER & LOCAL HERITAGE SINCE 1785

Founded in 1785, Bixlers is the quintessential American family business. Our founder Christian Bixler III set the standard for excellence more than two centuries ago in creating friendships and cultivating lifetime relationships with our loyal customers rather than simply making sales. Today, our jewelers, diamond setters, designers, casters, lappers, hand-engravers, and gemologists, work in our production shops in Vermont and Montreal. Christian Bixler III would certainly approve of their meticulous work, and we hope that you will too.

In addition to our handmade Bixlers creations, we represent international luxury brands including Tudor, Mikimoto, and Marco Bicego.

## BIXLERS "BEST-IN-THE-BUSINESS" LIFETIME GUARANTEE

All Bixlers jewelry is covered by our Best-In-The-Business Lifetime Guarantee for as long as you own it. As a valued customer, we are pleased to offer you a comprehensive suite of benefits that comes standard with every purchase.

**LIFETIME DIAMOND & GEMSTONE LOSS GUARANTEE** Covers the loss of any diamond and/or gemstone due to a defect for the entire lifetime of the item.

**30 DAY UNCONDITIONAL GUARANTEE** Covers any accidental damage to your jewelry including the accidental loss of diamonds.

**30 DAY MONEY-BACK GUARANTEE** If you are not satisfied with your item you have 30 days to return the item for a full refund or exchange provided that you return the item in like-new condition. Custom-made items and items with personal engravings are not covered.

**DIAMOND GRADING GUARANTEE** Ensures that your diamond meets the highest standard of certification. Bixlers will award you \$1,000 and replace your diamond if an accredited gemological laboratory assigns a lower color or clarity grading than what is stated on your diamond's certificate.

**APPRECIATION GUARANTEE** You will receive the full purchase price plus 1% appreciation per year, up to a maximum appreciation of 5% of the main diamond of your engagement ring, solitaire pendant, or stud earrings when you trade toward a diamond or diamonds of at least double the trade-in value.

**BEST VALUE GUARANTEE** Ensures that you never overpay for any Bixlers piece. If you find a comparable diamond or setting within 30 days of your purchase, Bixlers will refund the difference.

**ETHICALLY-SOURCED GUARANTEE** Ensures that all diamonds used in Bixlers pieces are conflict-free, that we adhere to strict mercury-free mining practices to protect the health of our miners, their families, and the planet, that best employment practices are adhered to in our North American atelier, and that we actively give back to the communities where we do business.

**FREE SERVICES** In addition to receiving free steam cleaning and inspection for life, we offer resizing for up to a year after purchase (limit once per year), watch link addition/removal service (using links provided with your watch), a free jar of jewelry cleaner at your first inspection, and a statement of value for insurance purposes.



## EXTENDED CARE PLAN

Our Extended Care Plan assures that your jewelry will stay in like-new condition with coverage that includes loss of diamonds and accidental damage. <sup>(6)(2)</sup>

This plan enhances and extends your Lifetime Guarantee. In addition, it provides refurbishment or replacement, as determined necessary by our experts, keeping your diamond jewelry in like-new condition throughout its life. Bixlers can offer this coverage because we do not buy jewelry from vendors. Your jewelry is designed, crafted, and refurbished in our very own North American jewelry atelier.

The cost of the Extended Care Plan is \$15 for 2 years if the item is priced less than \$500, or 2% of the purchase price per year (before sales tax) for all other purchases. To maintain lifetime coverage, the plan must be renewed without interruption. <sup>(8)</sup>

**90 DAY MONEY-BACK GUARANTEE** Extends the return or exchange period by an additional 60 days. <sup>(7)</sup> Note: this guarantee does not extend to custom-made jewelry. Custom-made jewelry cannot be returned.

**ENHANCED APPRECIATION GUARANTEE** You will receive the full purchase price plus 2% appreciation per year, up to a maximum appreciation of 10% of the main diamond of your engagement ring, solitaire pendant, or stud earrings when you trade toward a diamond or diamonds of at least double the trade-in value. <sup>(4)</sup>

**ONE-YEAR INTEREST-FREE FINANCING** Pay for your Bixlers piece in installments of twelve equal payments. Purchase of the Extended Care Plan covering the financing term of 1 year is required. This offer is valid on in-store purchases only and is subject to credit approval.

**FREE SERVICES PLUS** Enjoy unlimited ring resizing services, unlimited plating & refinishing services, a free jewelry cleaner, a free block/script engraving, free soldering of engagement ring to wedding band, and updates on the statement of value for insurance purposes and purchased appraisals. <sup>(5)(9)(2)</sup>

**FREE WATCH SERVICES** Enjoy free replacement of watch pins and batteries for life, resizing the watch band for life (using links provided with your watch), refinishing the steel or solid gold case and band every year, and free case back engraving (if possible).

**EXTENDED MANUFACTURER WARRANTY** For guarantees and services to be in effect, your jewelry or watch must be inspected by Bixlers twice a year without interruption. Recommended maintenance must be performed by Bixlers only. Bixlers retains the sole right to determine whether your jewelry qualifies for coverage and whether it is best to repair jewelry covered under this plan, which could take up to 45 days. Guarantees and services are not transferable.