



# Lifetime Guarantee Guidelines

## Lifetime Guarantee Policy | Exchange Policy

### LIFETIME GUARANTEE GUIDELINES

Each piece of quality jewelry in the Lionne Designs collection is a work of art handcrafted with great precision by a skilled artisan. While we'd love to tout indestructible jewelry; the fact is, jewelry is delicate, fragile and must be worn with care. Listed below are examples of items covered under the lifetime guarantee that are considered defects in the workmanship of the piece. Also outlined are examples of items not covered under the lifetime guarantee, along with tips on how to prevent these from arising so you can enjoy your jewelry for years to come!

#### EXAMPLES OF ITEMS COVERED UNDER THE LIFETIME GUARANTEE: *Covers defects in the original workmanship of the piece*

- A clasp, link, or chain breaks due to a manufacturer's defect in the craftsmanship of the piece
- Broken elastic in a bracelet or necklace
- When the jewelry separates/comes apart from the metal clasp due to a manufacture's defect
- Broken clasp mechanism or earring post
- Stone that comes out of a setting due to reasons other than normal wear
- If a prong breaks due to reasons other than normal wear

#### EXAMPLES OF ITEMS NOT COVERED UNDER THE LIFETIME GUARANTEE: *Jewelry is fragile and must be worn with care*

ITEM	TIP
Tangled or kinked jewelry	Fasten the clasps on jewelry and keep items stored in an airtight bag
If metal becomes stressed due to excessive stretching/bending to tighten or loosen the piece, including tension clasps on bracelets and earrings	Avoid molding cuff bracelets; silver is a soft metal and will stress with excessive bending. If the tension clasp loosens, simply pinch it together.
Bent french wire earring	Gently twist the plastic or rubber earring safety back on; do not push or force them
Cuts, scratches, scrapes, and dents in jewelry that occur during normal wear	Remove jewelry while participating in any activity that may put stress on the piece
If the shank of a ring breaks or wears thin over time	Remove rings during activities that may put extra stress on the jewelry
If the oxidation or texture wears off	Be careful when polishing oxidized pieces, because the oxidation is part of the design; over-polishing can remove oxidation
An item becomes tarnished	Polish sterling silver pieces after each wear and store items in an airtight polyethylene bag. You can't over-polish sterling silver!
If the finish on a stone becomes dull over time	Remove jewelry before applying perfume, lotion, and soaps or any other chemical
If a leather cord frays or breaks	Keep leather away from water
If an earring or any part of the jewelry is lost, a replacement part is not covered by the lifetime guarantee	
Items that have been altered in any way are not covered under the lifetime guarantee	
Fashion watches are not covered under the lifetime guarantee	

### LIFETIME GUARANTEE POLICY

**With the original receipt or invoice**, an item may be exchanged for a replacement due to a defect in workmanship. Normal wear and tear, accidental damage, lost pieces, fashion watches and items that have been altered in any way are not covered under this warranty. The item must be replaced by the same item. If the original item is no longer available, an exchange may be made for an item of equal or lesser value. An item of greater value will have the applicable difference in retail and sales tax applied. Shipping costs incurred to send the item to Lionne Designs will not be refundable or credited.

### EXCHANGE POLICY (30-DAY EXCHANGES, NO REFUNDS)

**Lionne Designs offers 30-day exchanges only, no refunds. With the original receipt or invoice**, an item in new and unworn condition may be exchanged within 30 days of original purchase date by exchanging for another item or given in-store credit. An item of greater value will have the applicable difference in retail and sales tax applied. Shipping costs incurred to send the item to Lionne Designs will not be refundable or credited.



# Exchange Form

Please fill out the following form and send with your item. By completing this information, it will help our staff process your exchange quickly and efficiently. If you need assistance filling out the Exchange Form, please contact Lionne Designs and our staff will be happy to assist you!

## EXCHANGE PROCESS

All exchanges must be accompanied by the **original receipt** and the **Exchange Form** to ensure accurate and timely return of your product.

- Jewelry must be returned in the original packaging and a padded envelope (jewelry damaged in shipping will not be accepted), accompanied by the original sales receipt and Exchange Form with returned merchandise. We will not accept returns shipped C.O.D.
- Please allow 2-4 weeks for processing and delivery.
- Lionne Designs is not responsible for items lost in transit to Lionne Designs. We highly recommend obtaining a tracking number.
- Ship returns to: Lionne Designs, Attn: Returns, 550 Pond View Dr Ste A, North Liberty, IA 52317

### I AM REQUESTING:

**EXCHANGE** (Within 30 Days of Purchase, NO REFUNDS):

- Any item being exchanged must be in new and unworn condition along with original packaging.
- Exchanges must be accompanied by this Exchange Form and the original sales receipt or invoice.
- If an item is exchanged for an item of greater value, applicable retail and sales tax will be applied; please provide payment information. If an item is exchanged for lesser value, in-store credit will be given. No Refunds.
- Shipping costs incurred to send the item to Lionne Designs will not be refundable or credited.

**LIFETIME GUARANTEE REPLACEMENT:**

- Please review Lifetime Guarantee Guidelines to determine if your item is covered by our Lifetime Guarantee.
- The item being replaced must be accompanied by this Exchange Form and the original sales receipt or invoice.
- If the original item is no longer available, an exchange may be made for an item of equal or lesser value. An item of greater value will have the applicable difference in retail and sales tax applied; please provide payment information. No Refunds.
- Shipping costs incurred to send the item to Lionne Designs will not be refundable or credited.

### EXCHANGE INFORMATION — MUST BE FILLED OUT COMPLETELY

Name		Email	
Address			
City		State	Zip Code
Home Phone		Cell Phone	ORDER NUMBER:
ITEM # TO BE EXCHANGED	SIZE	REASON FOR EXCHANGE	PRICE
NEW ITEM #	SIZE	DESCRIPTION	PRICE
<b>Select Payment Method:</b>		Name on Card	Total of Exchanged Item(s)
<input type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> VISA		CC#	Total of New Item(s)
<input type="checkbox"/> Discover <input type="checkbox"/> MasterCard <input type="checkbox"/> AmEx		Exp. Date /	Amount Due/Credit
Signature		CC Authorization # (3 digit code)	Tax Rate % on Amount Due
If a mathematical error occurs, Lionne Designs is authorized to adjust the charge amount indicated on this form.			Total Due

CONTACT US: [www.LionneDesigns.com](http://www.LionneDesigns.com)  
 EMAIL: [support@lionnedesigns.com](mailto:support@lionnedesigns.com)  
 PH: 800-510-3302  
 FAX: 319-358-0976

SHIP EXCHANGES TO: Lionne Designs, Attn: Returns  
 550 Pond View Dr  
 Ste A  
 North Liberty, IA 52317