



Lifetime Guarantee Guidelines

Lifetime Guarantee 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.