



## **Manufacturer's Free Lifetime Warranty**

All Thorsten jewelry is made to the highest standards using quality materials and expert craftsmanship. Our products are guaranteed to be free of defects. Any jewelry that fails to meet our standards of excellence will be replaced under our warranty. If your ring cracks or breaks from accidental damage, it will also be replaced under our warranty terms. To request warranty work, simply contact the jeweler where you purchased your ring. Your jeweler will work with Thorsten to get your ring replaced, if there is a confirmed defect or size exchange. If your ring style is no longer being manufactured, a similar style may be substituted.

Any third-party alterations to the ring, except for engraving, will void the warranty. Thorsten will replace the ring only. Custom rings are non-refundable & non-returnable (Sale is Final). Any engraving or custom work will have to be redone, at the customer's expense.

The warranty does not cover normal wear, including scratches, as rings are scratch resistant, not scratch-proof. The warranty strictly covers the ring, not the inlay. Inlay damage is considered normal wear and tear. Please be aware that some inlays are exposed and could be more prone to damage. Stones that happen to fall out throughout the lifetime of the ring are not covered. There is a fee to replace any lost or damaged stones.

All alternative metal rings are refundable within 45 days of the date shipped. Refunds do not cover engravings, custom fees, or shipping. All shipping expenses incurred for any warranty work is the responsibility of the retailer.

All precious metal rings can only be returned within 45 days in new condition. All precious metal rings returned with signs of wear will incur a 20% refurbishing fee. All precious metal ring returns must be approved before being sent in, please contact us first. Any precious metal rings sent to us will be sent back if not approved. Please adhere to all safety instructions and insure your ring when you send it back for any reason. We do not cover any loss or damages during shipment, as we have no control over the ring until it is received. Please note that any Customs Taxes accrued through shipping are the sole responsibility of the recipient. There is a 20% warranty fee for precious metal rings exchanged after 45 days.

## **Lifetime Sizing Warranty**

Due to the hardness of alternative metals, they cannot be resized like traditional gold or platinum rings. Therefore, if your finger size changes, you will need a brand new ring in a different size. Thorsten will exchange your ring for a different size for as long as you own the ring. Simply contact your jeweler to arrange a size exchange. Thorsten will only replace the ring for a different size not a different style. Any engraving or custom work will have to be redone, at the customer's expense. Warranty does not cover normal wear, including scratches, as rings are scratch resistant, not scratch proof. Thorsten is not responsible for any sentimental value of the original jewelry. Shipping fees are the consumer/retailers' responsibility. Your jeweler may charge other fees. Please check with your jeweler regarding their fees.

Please Note:

- Warranty does not cover normal wear, including scratches.
- Warranty applies to original purchaser only and is not transferable.
- Alterations to the ring, excluding engraving, will void the warranty.
- Warranty does not cover redoing engraving, only replacement of the ring.
- Shipping fees are the responsibility of the consumer/retailer.
- Thorsten is not responsible for the sentimental or intrinsic value of the original ring.
- Ring can only be replaced for the exact same style and width.
- Thorsten may substitute a similar style in case a certain ring style has been discontinued.