

OUR POLICIES & TERMS OF SERVICE

POLICIES

We want you to be completely happy with your TUZA purchase.

Did you purchase from one of our stockists? Please contact the stockist that you originally purchased from. If they are unable to help you, please email customercare@tuzajewelry.com and we will do our best to assist you.

RETURNS & EXCHANGES

Order Cancellation
You may cancel any TUZA order within 24 hours of purchase.

RETURN POLICY

'Ready to ship' items must be returned to 81 Hester St. New York, NY 10002 within 10 days unaltered, unworn and in a saleable condition.

TUZA one of a kind pieces are handmade in our Mexico City workshop. 14K pieces cannot be returned due to the custom nature of our pieces. All other orders can be cancelled within 24 hours.

REPAIRS

Please notify us immediately at customercare@tuzajewelry.com if your jewelry needs a repair. Include your name, order number, photo of damaged item, and your contact information. We will follow up with return instructions within 2 business days.

We will gladly repair any damages that occur within 30 days at no cost to you, less any shipping charges. Beyond 30 days repairs start at \$15. Please note repairs can take up to 3 weeks to complete.

SHIPPING

Tuza Jewelry is made with love in Mexico City. Some orders can take up to 3 weeks to complete. Ready to ship items will be processed and shipped within 3 business days. When your order is ready to ship you will receive an email with USPS or FedEx tracking information. Most orders are delivered within 3-4 days of this email.

Domestic
Domestic ground shipping is \$10.00 via USPS Priority Mail. TUZA is not responsible for any lost packages once USPS has confirmed delivery.

International
Please note the Customer is responsible for all duties and taxes applied to the shipment by customs.

CONTACT

Customercare@tuzajewelry.com

TERMS OF SERVICE

Using the TUZA Jewelry website signifies your agreement with the policies below. We hope you enjoy shopping with us!

PRIVACY POLICY

The Integrity and security of information is very important to TUZA. Under no circumstances will we share or sell your personal information with anyone outside of our company for any reason without your written permission.

HOW INFORMATION IS USED

Transactional information: account info, credit card numbers, billing and ship-to address are used to process and deliver your orders only. Any information input in the site resides on secure, private server. Credit Card numbers are NOT stored on our servers.

PROMOTIONS AND NEWSLETTERS

With your permission, we periodically send out notifications of new items or special promotions. Every communication includes the option to unsubscribe from our mailing lists.