

Customer Number: EXAMPLE

OUR PROMISE TO YOU: We guarantee your jewelry FOR LIFE, FOR FREE.

At Shane Co. we are committed to your complete satisfaction. That is why we cover your purchase with our Free Lifetime Warranty and our 60-Day Money-Back Guarantee.

We will inspect, clean, polish and maintain your jewelry for free for as long as you own it.

We warrant and guarantee the quality of the below described article of jewelry for life as long as you allow only a Shane Co. jeweler to work on the item.

To ensure a lifetime of trouble-free wear compliments of Shane Co., please bring your jewelry to us approximately every six months for a free cleaning and inspection. We will either repair or replace any item found to be defective. If it has been significantly longer than six months since your last cleaning and inspection, bring in your jewelry as soon as possible, and after we have cleaned and inspected it for free, and replaced any gemstones that may be missing and made any necessary repairs at your expense, we will happily reactivate your warranty for free.

We guarantee for life, for free, all merchandise made entirely of gold, platinum or silver; all merchandise made entirely of gold, platinum or silver and containing diamonds, rubies, sapphires and semiprecious gemstones; all merchandise containing cultured pearls; and all wedding bands made of cobalt, titanium, zirconium, meteorite and Damascus steel. Due to the nature of cobalt, titanium, zirconium, meteorite and Damascus steel, the resizing of wedding bands made entirely of those nonprecious materials is not covered by this warranty, and bands made entirely of those metals are not eligible for trade-in or upgrade. However, merchandise made with nonprecious accent materials and predominantly made of gold, platinum or silver is eligible for resizing, trade-in and upgrade. All custom purchases, including engraved pieces and rings made with Shane Co.'s custom band configurator, are final and are not eligible for return or exchange. Only jewelry containing gemstones that are precious or semiprecious is covered by this warranty. This warranty shall not apply to lost, stolen or abused merchandise.

If you are not completely satisfied - for any reason - you may receive a full refund within 60 days of purchase, as long as the merchandise is in its original condition and has not been worked on by any jeweler outside of Shane Co., or you may exchange the merchandise and receive full credit toward another purchase.

As a future service, we will update the appraised value set forth herein for as long as you own your jewelry, based upon prevailing replacement market conditions.

We recommend that you insure your jewelry against theft and total loss. If your insurance agency would prefer an appraisal on their own form, please bring in their form, this appraisal and the article of jewelry. We will be glad to complete their form free of charge.

When gemological descriptions are provided, they have been determined using strict gemological standards or by independent gemological laboratories.

We will keep a record of your jewelry service, cleanings and inspections, including any recommended maintenance as detected during inspection. If you ever need copies of this certified appraisal, we will gladly provide them.

This warranty is valid only for the original purchaser or gift recipient and any family members to whom the jewelry is passed on.

General Description and Actual Weight

EXAMPLE

DOP: 10-MAR-2020 RETAIL PRICE: 100.00

SERIAL NUMBER: GENERIC