



480.837.8168

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[arizonagems.com](http://arizonagems.com)

# GUARANTEES, POLICIES & WARRANTY

## SAMI FINE JEWELRY WARRANTY

SKU# \_\_\_\_\_ Date of Purchase/Repair: \_\_\_\_/\_\_\_\_/\_\_\_\_

Item Description: \_\_\_\_\_

To keep your 1 year warranty, your jewelry must be checked and signed by a Sami's associate every 6 months after purchase date. You should have your jewelry appraised every 3-5 years. Call 480.837.8168 with any questions.

Date Item was checked \_\_\_\_/\_\_\_\_/\_\_\_\_ Sami Associate: \_\_\_\_\_

Condition: \_\_\_\_\_

Work done: \_\_\_\_\_

Date Item was checked \_\_\_\_/\_\_\_\_/\_\_\_\_ Sami Associate: \_\_\_\_\_

Condition: \_\_\_\_\_

Work done: \_\_\_\_\_

Sami Fine Jewelry IS NOT responsible for any repair or service job left at Sami Fine Jewelry longer than 30 days. It is the CUSTOMERS responsibility to pay in full and pick up their jewelry, watches, etc. within 30 days of completion.





# GUARANTEES & POLICIES

## GENERAL GUARANTEE

Sami Fine Jewelry is committed to your total satisfaction of quality, craftsmanship, level of customer service and value for your money. Because of the confidence we have in our jewelry, we stand behind it with a 1 year guarantee. We guarantee everything we make, repair (in the area we work) or sell for 1 year from the date of delivery/purchase.

If you take normal care of your jewelry purchase, let us examine it every 6 month for free, allow us to service it, if necessary, for an appropriate service charge, you will continue to enjoy and treasure your jewelry for life. We always recommend that our customers have their fine jewelry, pearls, diamonds, and gemstones, appraised every 3-5 years and be covered by a jewelry rider on their homeowners insurance.

## SPECIFIC GUARANTEES

We have a specific item guarantee on our ring sizing, tightening and checking. We can only guarantee ring sizing for 30 days from the date of delivery/purchase of the ring, and can only guarantee our ring sizing from the customer's finger. We cannot be given another ring to go by for size and be accurate. If we size the customer's actual finger and the size is incorrect, we will resize the customer's ring at NO charge within 30 days from the date of delivery.

We charge a small fee to check and tighten stones and will warranty against stone loss for 1 year as long as the stones are not set as described in the below paragraphs, under "Not Guaranteed." We warranty ring sizing, 0 to 4 stones, as long as the stones are set to our standards and established practices. Special sizing may not be included in guarantee.

**We can only guarantee items that we actually repair, not ones that we visually inspect.**

## REFUND AND EXCHANGE POLICY

New purchases in original condition may be returned for refund or exchange within 30 days of purchase with original receipt. Discounted or sale items cannot be returned or exchanged.

When a customer is given an "in store" credit on merchandise purchased less than 30 days, the credit must be used within 1 year of purchase.

## DEPOSIT ON CUSTOM DESIGN JEWELRY

There will be a \$500 upfront design fee for any design we create for the customer. This fee is for the time of the designer to sit with the customer and create a custom piece of jewelry. The fee is 100% creditable towards the custom piece of jewelry for the customer. If the customer decides not to have the piece made for them, then the customer forfeits the fee. The deposit is only usable for 6 months from date of initial payment, after the 6 months the deposit is forfeited.

## LAYAWAY POLICY/AGREEMENT

Articles placed on layaway will be held for a period of 90 days from the date on receipt. If payments are not made in a timely manner, and no satisfactory arrangements have been otherwise agreed to, the item(s) will be returned to stock. The original deposit and subsequent payments received will be forfeited. All custom and special orders are subject to forfeiture of original deposit(s) and payments received.

## NOT GUARANTEED

Pearls, by nature, are organic and tend to deteriorate over time. Likewise, certain accessories are constructed from material such as rubber and leather, which have a limited life span. Using proper care, you should enjoy years of pleasure from these items.

Our store uses the highest jeweler's standards and long established practices used in the industry; therefore, we cannot guarantee items that do not meet these requirements, such as: *Glued items • Enameling • Lead solders that do not have a special "patch" support • Gold or Rhodium plating • Loss of any prong set stone that has 3 or less prongs • Loss of any stone over .50 ct. (unless they are set in platinum)* **See table below:**

CUT	RECOMMENDED NUMBER OF PRONGS FOR STONE SHAPE	CUT	RECOMMENDED NUMBER OF PRONGS FOR STONE SHAPE
Emerald Cut	4	Pear Shaped	5
Oval Cut/Round Cut	6	Heart Cut	5
Marquis Cut	6	Trillion Cut	Must have "V" prongs

**We do not assume responsibility of the loss of a single diamond above a .50ct or an expensive gemstone above a .50ct.**

- Prong set stones that have thin prongs, missing prongs, or stones that are set crooked, leaving a much shorter prong on one side of the stone than the other.
- Bead setting where the beads are badly worn or some beads are missing or stones that are crooked, leaving part of the girdle of the stone to be sticking up beyond the surface of the metal.
- Channel setting where either the channel is very thin, torn, not straight across the stones or there is no support underneath the channels to hold them together. Example: No cross wires or support to keep the channel from pulling away leaving the stone loose and can possibly fall out
- Bezel setting where the bezel is too thin or torn, or the stone is set crooked and not all of the stone is held in by the bezel.
- Laser drilled and fracture filled diamonds are the responsibility of the customer to disclose to our jewelers. Our jewelers take these stones in for repair, cleaning, checking and tightening at the customer's RISK.
- Color and Clarity enhanced gemstones are also at the customer's risk, and must be disclosed to our jewelers before any work is performed.
- Sami Fine Jewelry recommends that you have your jewelry insured at all times.

## DIAMOND CARE

Even though diamonds are very durable, they require special care to keep them looking their best. We recommend that you have your diamonds cleaned professionally on a regular basis. You can also use a mild ammonia and water solution with a soft-bristled, non-metallic brush to gently scrub away dirt buildup around the prongs.

Ultrasonic cleaners are machines that clean jewelry by using sound waves. This vibration shakes off dirt, but the vibration can also loosen stones and cause damage. This shaking can also enlarge any large inclusions. Because of the risk, we recommend caution and/or checking with a jeweler when using the ultrasonic cleaner. Store your diamonds separately from other jewelry. Diamonds can scratch other gemstones, especially pearls, as well as other diamonds.

## PEARL CARE

To care for your cultured pearls, avoid using chemical or alcohol cleaners, nail polish, perfume, abrasives, solvents, and polish removers while wearing them. Instead, wash your cultured pearls in very mild, soapy water and let dry. Before storing your pearls, wipe them with a soft, damp cloth to ensure that they remain free from any harmful buildup of these compounds. Easily scratched if bumped by other jewelry, cultured pearls are best stored in a soft cloth pouch or in a separate, lined jewelry box.

## COLORED GEMSTONE CARE

Amethyst, Aquamarine, Citrine, Emerald, Garnet, Iolite, Tanzanite, Ruby, Sapphire, Topaz, Onyx, Opal, Peridot and Tourmaline are a few types of gemstones.

Before storage, wipe gemstones with a clean, soft, damp cloth and gently pat dry. Avoid exposure to hair spray, perfume, chlorine and perspiration, which can dull gemstones. Use mild soap and warm water to clean most stones Do not use toothpaste or any other abrasive cleaner on stones or mountings. Never use boiling or hot water to clean gems. Do Not wear jewelry while doing household chores. Wrap each piece in soft tissue or cloth to prevent damage during storage. The vibration from ultrasonic cleaners can loosen stones and cause damage to the gemstone. Because of the risk, we recommend caution and/or checking with a jeweler when using the ultrasonic cleaner.

## PRECIOUS METAL CARE

As a general rule, most jewelry is easily maintained by wiping with a soft clean cloth to retain its luster and beauty. Avoid contact with perfume, soap, hairsprays and cosmetics.

Most silver jewelry can be cleaned with a simple solution of two parts ammonia and one part water (preferably distilled). Use a soft cloth to rub away tarnish after the piece has soaked for about one minute. You can also use a jewelry cleaning cloth sold at Sami Fine Jewelry.

Chlorine can damage gold, so avoid wearing gold jewelry in swimming pools or hot tubs, or while using chlorinated cleansing products like bleach. Remember to store metal chains flat to avoid kinking or breakage.

Rubbing alcohol can be used to clean mountings, though soap and water used with a soft brush will take care of most of your jewelry cleaning needs. Be sure that the brush is very soft when used on metal – especially gold, which can easily be scratched.