

Kingdom Gems Policy

FREE LIFETIME MANUFACTURING WARRANTY:

At Kingdom Gems, we strive to ensure that the quality and craftsmanship of our jewelry is at the highest standard possible. We offer a free lifetime warranty against manufacturing defects on all Kingdom Gems fine jewelry. This warranty does not apply to estate or vintage jewelry since these pieces were not manufactured by Kingdom Gems.

If you experience damage to your purchase due to manufacturing, we recommend you contact us so that we can have our expert gemologist evaluate the piece. A \$50 deposit will be taken before the shipment of your item to Kingdom Gems for evaluation, which covers the cost of shipping and evaluation of your item to Kingdom Gems for evaluation. In this evaluation, our trained gemologist will determine if the damage is warranted due to a manufacturing defect. This fee of \$50 will be refunded in full for all items that are determined to have a manufacturing defect and are covered by our warranty only. Repairs that are not covered under the Kingdom Gems lifetime warranty, will have a price quoted to the customer for approval before work is performed. If approved, the deposit will be applied to this repair. If the customer chooses not to perform the repair, the deposit will be applied to cover the shipping charge back to the customer after evaluation.

When sending your jewelry to be evaluated for our warranty, please include all original packaging, information material and certifications along with the original invoice. If you received a diamond certificate with your order, and do not include it with your return, you will be liable for a \$225 replacement cost. To insure the safety of your item, do not post or write "Kingdom Gems" on the outside of the box or package.

If the price of your item is less than \$500, you can ship your item with any carrier. Please make sure to fully insure your item and request a return receipt confirmation that your shipment has reached its intended destination. If your item is more than \$500, please ship your package via the US Postal Service Registered Mail and insure your package for the total value of the jewelry. Make sure you ask for a return receipt for confirmation that your item reached Kingdom Gems. You may not use Fedex or UPS because they do not insure contents over \$500. If you send your item to us and it is improperly packed and/or insured, the item will be automatically refused to be covered by our warranty.

If an issue is found that is covered under our warranty, Kingdom Gems will repair the warranted damage or replace the item at no charge to the customer.

Repair or service (including, but not limited to, engraving, alterations and resizing) performed by a jeweler other than Kingdom Gems will void the warranty.

All fine jewelry can be affected by normal wear, activities or trauma. This is especially true for rings, since your hands are actively used constantly and subjected to daily pressure. Our manufacturing warranty excludes coverage for wear and tear, loss of gemstones, product loss or theft. Since trauma of diamonds and stones on rings can happen unknowingly even under normal use, we recommend weekly self examination of your jewelry to insure that integrity of the piece has not been compromised by accidental hitting or dropping. Coverage also excludes damage or loss caused by a failure to obtain the repairs required to preserve the integrity of the jewelry.

Some examples of common jewelry issues that would not be considered manufacturing defects include (but not limited to):

- Precious metals such as gold, and especially prongs, wear down over time and may require restoration work as part of its normal maintenance.
- Discoloration of precious metals caused by chemicals, make-up, immersion in pools and hot tubs or bathing.
- The loss of gemstone caused by damage from everyday wear or from other damage.
- Prongs catching, wearing out, or bending over time due to everyday wear or normal damage, allowing a gemstone to fall out.

We recommend that you maintain an independent insurance coverage to help cover significant loss, or theft.

TAXES:

Please note that US sales tax requirements may be subject to change due to the recent Supreme Court ruling on sales tax.

For US Orders, Kingdom Gems collects sales tax on orders shipped to addresses in Alabama, California, Colorado, Hawaii, Illinois, Indiana, Kentucky, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Nevada, New Jersey, North Carolina, North Dakota, South Carolina, South Dakota, Vermont, Washington DC, Washington state, and Wisconsin.

Oklahoma: Sales or use tax may be due in connection with the purchase and delivery of tangible personal property. Oklahoma requires the purchaser to file a return if use tax is due in connection with the purchase and delivery. This notice is required by the Oklahoma Statutes Section 1391 of Title 68.

Pennsylvania: Pennsylvania sales or use tax may be due in connection with the purchase and delivery of tangible personal property to Pennsylvania individuals and businesses. The purchaser is required to file a use tax return if tax is due in connection with the purchase and delivery in the

Commonwealth. This notice is required pursuant to the provisions of the Tax Reform Code of 1971. 72 P.S. § 7213.2.

Rhode Island: Rhode Island Sales & Use Tax Notice - Please be advised that pursuant to Rhode Island General Laws §§ 44- 18-18 and 44-18-20, sales or use tax is due on taxable purchases made from Kingdom Gems. If tax was not paid at the time of purchase, the State of Rhode Island requires all customers who use, store, or otherwise consume taxable goods and services in Rhode Island to file a signed use tax return, Form T-205. This form is available on the Rhode Island Division of Taxation's website (www.tax.ri.gov). Form T-205 is due on or before the 20th day of each month following the month in which purchases are made, and must be accompanied by a remittance for the amount due. Checks and money orders should be made payable to the Tax Administrator. Please contact the Rhode Island Division of Taxation at (401) 574-8955 or tax.excise@tax.ri.gov with any questions.

SPECIAL REQUESTS:

If you have a special request for an item of jewelry, don't hesitate to contact us for assistance. We will do our best to accommodate your request.

CONTACT KINGDOM GEMS:

Phone: (310) 634-9952

Email: marge@kingdomgems.com