

Store Policy

1. Merchandise cannot be returned if it has been used, altered (i.e. engraved, sized, customized etc.) or damaged by the customer.
2. Customers wishing to return merchandise must include a copy of the original invoice and reason for the return of merchandise.
3. Items must be returned in the original packaging with all applicable paperwork contained in it.
4. All merchandise packaged in sealed packaging (i.e. polish rag, jewelry cleaner, etc.) can only be returned if the seals are not broken. Products offering warranties (i.e. watches) will not be accepted without original warranty cards returned.
5. Credits are granted at the discretion of Temecula Jewelry Mart
6. Merchandise received after 15 days of the invoice date will be subject to a processing fee of no less than 15%
7. Customer is responsible for all shipping, handling, insurance, customizing charges.
8. Credit will be given for merchandise only. Customers attempting to return products without original packaging and

paperwork will be responsible for cost(s) of returning the merchandise back.

10. Special order merchandise, custom orders (see below) is non-returnable, non-cancelable and non-refundable.

11. Exchanges for like-merchandise, particularly precious metal merchandise, may not be “even” based on difference in the weight of the returned piece and the weight of the replacement piece.

12. Unclaimed, cancelled or refused orders will be charged a 15% restocking fee.

13. Earrings are not returnable except for manufacturing defects.

14. Any discontinued, final sale, special orders, custom orders, contemporary jewelry, closeout merchandise purchased cannot be returned for credit.

15. Only current catalog styles can be returned for credit.