



Repairs / Modifications / Expectations in 2025

We strive to accommodate all repair and modification requests for your convenience. There are sometimes complications behind the scenes, therefore we wish to highlight some important information regarding our processes and reasonable expectations. Please know that we charge the absolute minimum fee possible to repair items that are not covered by our lifetime guarantee as a token of our appreciation for wearing BVLA. Modifications are accepted on a case-by-case basis and we urge you to discuss the feasibility with our team before sending in any items.

What is a repair covered by the BVLA lifetime guarantee?

- Thread or Pin breakage at the solder point *
- Component breakage at the solder point
- Gemstone pops out when item does not appear to be damaged by user **
- Gemstone discoloration when item does not appear to be damaged by user **
- Loose hinges that do not appear to be damaged by user

*If a thread or pin breaks and the end is lost, please provide the post containing the broken segment of thread or pin as proof of breakage. We will replace the lost portion so long as proof of purchase is provided.

**Pearls and Paua Shell are not covered by the BVLA lifetime guarantee as the organic nature of these items may result in problems from daily wear and exposure to chemicals or body fluids. If there is an issue with Pearl or Paua Shell within the first two weeks of purchase, please contact us for assistance.

What is not a repair covered by the BVLA lifetime guarantee?

- Items that are cut, scratched or marred from tools used by user
- Gemstone pops out when item is visually crushed, cut or marred by user
- Changing a chain attachment length due to incorrect size request
- Pearl and Paua Shell problems after 2 weeks of wear
- Seam or hinge rings distorted or scratched by user
- Seam or hinge ring size adjustments
- Dirty gems – If you think a gem is discolored, first try ultrasonic cleaning or at least soaking in hot water and then cleaning with an electric toothbrush. Dirty gems are often mistaken for discolored gems.
- Cleaning - we may reject unclean items or charge a \$15+ cleaning fee.

Grey area repairs are handled on a case-by-case basis.

We are a fair and ethical company. If you think you are being wrongfully charged for a repair, please contact our customer service department with your concern at contact@bvla.com.

We reserve the right to determine whether or not to replace lost items. Please reach out to customer support contact@bvla.com with proof of purchase for consideration.

Realistic expectations for BVLA repairs

- Some gemstones cannot withstand heat. In this scenario, a gemstone could discolor or break during the repair process. We may need to replace the gemstone to successfully repair the item.
- Although rare, it is sometimes impossible to perfectly match gemstones in a repair or replacement. This is especially true for natural gemstones. We will do our best, but may reach out to offer an alternative. This could occur if the gemstone is no longer available due to production problems, or if we no longer work with the vendor that sold us the original batch of gemstones.
- If an item is damaged by user error, such as a marred or distorted ring, it is unlikely that we will be able to make it look brand new again. We will do our best to restore the item to a safe and beautiful state, but cannot make it look new without making a new piece, which would incur a fee.
- Some items cannot be repaired for an equal or lower cost of labor and materials than starting anew.
- For repairs that are covered by the BVLA lifetime guarantee, we reserve the right to decide if we will completely remake a repair from new materials. We reserve the right to require an alternate gemstone choice from the customer if the original gem is no longer available.
- For repairs that are not covered by the BVLA lifetime guarantee, we may refuse to repair items that would be better suited for remaking from new materials, which would incur a fee.
- We do not repair jewelry that is dirty/has visible debris.
- We do not repair any competitor jewelry.

Realistic expectations for BVLA modifications

There are limitations on what is possible to modify on a piece of jewelry and still yield worthy results. Sometimes it makes more sense to start anew to (a) meet our aesthetic standards and (b) avoid weakening the piece to the point of potential failure. We always aim to serve your needs, and have some of the most skilled jewelers in the world, but modifications are done on an AT YOUR OWN RISK basis. We cannot be responsible for items that fail modification processes. Please remember we offer this service as a courtesy only.

- Changing out gemstones is not ideal. The piece has been polished, so there is far less metal than what we would normally work with. We either have to destroy the existing gem (often for bezel settings) or pry open the setting (typical of prongs). Regardless of the method, we are left with weakened metal that is smaller than ideal for precision work. Sometimes the metal is so weak that it does not survive another round of polishing. In items with multiple gems, the settings may not appear uniform in height due to overworked prongs. Items with beaded or intricate metal details may sustain damage to the design when working on the gemstones.
- In some scenarios, we are happy to change out a center gem on a cluster, but will likely refuse to change out multiple gems in a single item.
- Changing the length of a chain attachment may be the same amount of labor as starting with a new piece.
- We **can** shorten chain attachments. We **cannot** lengthen chain attachments without starting with a fresh new piece of chain. This is to ensure durability. If you want a longer chain attachment, it is best to order a new piece.
- Changing the diameter on decorative rings, especially with gems, is not ideal. When we try to resize a ring that contains gemstones, the gem settings are distorted which may result in the gemstones falling out. This distortion prevents us from replacing the gemstones as well. Heating up the jewelry during the modification process can also damage gemstones.
- Changing the diameter of a non-gemstone item can also be problematic, as it may not scale down properly, resulting in an awkward design.

- Making seam rings into hinge rings and vice versa doesn't usually work and is often more labor intensive than starting anew. For many of our designs, we use a separately designed casting for a hinge versus a seam ring. They may look the same to the untrained eye, but there are subtle differences in the castings which allow us to attach a seam or a hinge.
- We do not modify jewelry that is dirty/has visible debris.
- We do not modify any competitor jewelry.
- We will consider modifying heirloom jewelry that's not made by piercing industry competitors on a case-by-case basis. Contact us before sending in items.