

Castle Jewellery Ltd — Warranty Policy

Effective Date: 2025

At Castle Jewellery Ltd, your satisfaction and the enduring quality of your wedding ring are our top priorities. We are committed to providing exceptional jewellery and unparalleled after-sales support. This policy outlines the two distinct warranties we offer: the Black Tungsten Lifetime Warranty and the 12-Month Manufacturer's Warranty for all other materials (silver, titanium, gold, platinum).

1. Black Tungsten Lifetime Warranty

Castle Jewellery Ltd offers a **lifetime warranty** on all black tungsten rings, providing **up to two complimentary replacements**. Tungsten cannot be re-sized and the carbide cannot be re-applied.

Terms:

- You may request a replacement at any time, **for any reason**, with no restrictions on the ring's condition.
- There's no need to return your original ring, making the replacement process incredibly simple.
- Each customer is eligible for a maximum of two (2) replacements under this policy.

How to Claim: Email sales@castle-jewellery.com with:

- Your original invoice number
 - Confirmation of your desired ring model (same or different)
 - Confirmation of your desired ring size (same or different)
 - *Optional: Please include any photos that may help us understand your request.*
 - Please allow [e.g., 5-7 business days] for us to process your request.
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2. 12-Month Manufacturer's Warranty

All rings crafted from titanium, silver, gold, or platinum are covered under a **12-month manufacturer's warranty**, valid from your date of purchase.

This warranty covers:

- Manufacturing defects in materials or workmanship.

This warranty does not cover:

- Normal wear and tear, including scratches.
- Loss or theft.
- Resizing services (though we can assist with this at an additional cost).
- White gold re-plating (also available as a separate service).
- Damage resulting from abrasive cleaners, improper use, or third-party alterations.

How to Claim: Email sales@castle-jewellery.com with your original invoice number and a detailed description of the issue. We will arrange, collection of the ring from your UK address for assessment by our team. Please allow [e.g., 7-10 business days] for assessment once the ring is received.

Legal Notes

This policy applies to purchases made within the United Kingdom only. Castle Jewellery Ltd reserves the right to modify this policy without prior notice. All warranty claims are subject to verification.