

# TRUE HAN

## MAN'S FAVOURITE

### RETURN, EXCHANGE & REFURBISHMENT POLICY

#### **YOUR SATISFACTION IS GUARANTEED!**

We want you to be delighted with your new cool jewelry! You can feel confident about your purchase of fine jewelry or gift items from Trueman Jewelry. We try to accurately describe in detail every item we offer for sale. Because we use the highest quality materials and manufacturing techniques, thus ensuring beautiful long lasting quality fine jewelry, we can stand behind every one of our products.

#### **Production guaranteed**

We guarantee the tungsten carbide jewelry with best polish work. If you find that there is any polish problems, pls contact the sales within 2 days and make the free exchange. The freight cost will paid by us if there is such a thing happened.

We guaranteed the jewelry you buy from us is the same style that you've placed the order on us. If you find the items are wrong with what you have ordered, pls tell the sales within 2-3 days so that we will make the free exchange for you.

We guaranteed that every jewelry item is consummate. No worn items, no scratched.

We can't make sure that will not be broken on the delivery. So we suggest you to buy a insurance for your productions before our delivery.

#### **RETURN POLICY**

If for some reason you are not totally satisfied with your purchase we will gladly accept it to return within 30 days of your initial receipt for exchange. Items must be in NEW CONDITION. We cannot accept items with have been worn, scratched, nicked, engraved, worked on by a jeweler, altered or damaged in any way. Shipping charges are not refundable. Please include a copy of your invoice when returning the jewelry. The exchange shipping charges are paid by yourself. As soon as we get the shipping charges from you, we will send the exchange productions to you in 5 days.

Pls do not write "jewelry" in the box when you return the productions.

#### **REFURBISHMENT POLICY**

Over time and extended heavy use your tungsten ring may need to be refurbished. It's free of charge for you, but you need pay for insured shipping and handling.