

DIAMOND DIRECT BUY – REFUND/ EXCHANGE FORM

(Please write clearly, one form per item)

1. Customer information

Order ID #: _____ Invoice/Order Confirmation #

(REQUIRED): _____

Purchase Date: _____

Method of payment: VISA/ MASTER CARD/ DISCOVER/AMERICAN EXPRESS

Purchase price \$ _____

Item description as written on receipt:

Email address (order was placed with): _____

Contact phone#: _____

Customer name and
address _____

Return Name:

Return shipping address:

City: _____ State: _____ Country: _____

Zip: _____

2. Refund

For all Items purchased at Diamond Direct Buy a return fee applies to all items returned for refund.

- 25% Return Fee applies

\$ _____ USD Item Price (*minus*) \$ _____ USD 25% Return Fee* = Refund
Amount: \$ _____ USD

Shipping fees and stones not refundable.

Refunds are issued back to credit card used for initial purchase, only after returned item has been received and inspected by Diamond Direct Buy.

Comments

I have read the return form policies and am returning my item(s) with return form(s), by appropriate means of delivery.

I understand that if I do not provide complete details this may delay my order.

Signature: _____ Date: _____

EXCHANGE ONLY

Please fill this section in:

<input type="radio"/> Exchange (new model): exchange fee of 20%* of the original purchase price will be charged			
Original item	\$ _____	usd	New item price \$ _____ usd ITEM # _____
	- \$ _____	usd	20% fee* +/- \$ _____ usd Balance
	= \$ _____	usd	Balance = \$ _____ usd Total due, new item

\$ _____ **usd**
(Total due)

Exchange: print out new item details from online order form, include with the returned item & return form

Remake/Exchange: there is no free shipping on remade or exchanged items. Choose option below.

*Remake/Exchange: 35% on hand carved ring, (models with outside carving on precious metal inlays)

Repair, explain:

N/A

3. Choose Delivery Option (REQUIRED)

Regular, \$30.00 USD -----

\$ _____ **usd**

Express, \$70.00 USD, Date needed by: -----

\$ _____ **usd**

4. Payment Total

No tax for US orders
Illinois orders add 8.5% Tax

\$ _____ **usd**

Payment Total :

\$ _____ **usd**

5. Payment Method (REQUIRED)

Include your payment info below, Titanium Era does NOT keep credit card info on file

Visa MasterCard: _____ Exp. Date: ____/____ Please complete payment through Pay Pal.

7. Comments

USA Residents / International customers		
DDB C/o ANNA DIFRANCO Po Box 5706 Buffalo Grove IL 60089	DO NOT INCLUDE FULL NAME OF DIAMOND DIRECT BUY ON SHIPPING LABEL.	Send in appropriate packaging with : - Express or Priority mail - US Postal, - with insurance. - FedEx, UPS - with signature and tracking number.

Diamond Direct Buy – Returns Policy, please read carefully

The appropriate return form must be included with any item being sent back.

The maximum delay for returning an item for **exchange** or **refund** is 3 days from delivery date.

Rings for **resize** can be sent back at any time. Exchanged, resized items can not be returned for refund.

Email DIAMOND DIRECT BUY when a product is being returned, include the parcel tracking number and shipping method in the email.

Customers should insure their return parcel. No written reference to jewelry, diamonds, or any other identifiable luxury related words should appear on parcel. Diamond Direct Buy can not be held responsible for return shipping fees or LOST Packages

DO NOT mail items back in standard paper envelopes; they will be returned to you due to insufficient postage or lost. DIAMOND DIRECT BUY can not be held responsible for items lost in the mail, due to customer's improper shipping methods.

DIAMOND DIRECT BUY will not cover any loss or theft in the mail.

US Residents and International Customers, return item to:

**TO; DDB c/o ANNA DIFRANCO
PO BOX 5706
BUFFALO BROVE IL 60089**

CONDITIONS OF WARRANTY

If your DIAMOND DIRECT BUY product is found to have a defect in material or workmanship, DDB will repair such defect without charge for materials or labor. DIAMONDS AND GEMSTONES ARE NOT COVERED BY THIS WARRANTY. DDB is not liable for lost or cracked stones, but in the event a stone happens to loosen or fall out, DDB will reset that stone at no extra cost.

OWNER'S RESPONSIBILITIES

This warranty does NOT cover expenses incurred due to a lack of proper care for DDB line of products. **Retain proof of purchase documents.** You will be requested by DDB to provide proof of purchase in order to receive warranty service.

Notify DDB of any apparent defects promptly upon their discovery. **DO NOT** send your products to DDB without a return form. No collect shipments will be accepted.

EXCLUSIONS-This warranty does not cover the following:

- Defects that are the result of improper care, maintenance or repair.
- Failures that result from abnormal strain, neglect, modification or accidental damage.
- Products no longer owned by the original purchaser