

Refund and Exchange Policy

Daniel's Jewelers is committed to complete customer satisfaction and is proud to offer a 10-DAY MONEY BACK GUARANTEE and 30-DAY EXCHANGE POLICY.

10-DAY MONEY BACK GUARANTEE

Subject to the limited exceptions and the terms below, within 10 days after the date of the original sale, we will refund in cash, company check or bank credit card all monies paid, in full or for a down payment, for any purchase.

REFUNDS FOR BANK CREDIT CARD PURCHASES

Refunds for money paid by the customer by a bank credit card can only be made by a credit to the customer's bank credit card. No cash refund can be made for bank credit card refunds.

REFUNDS FOR MONEY PAID BY CUSTOMER IN CHECK, OF ANY AMOUNT, OR "PIN-ENTERED" DEBIT CARD AND CASH OVER \$200.00

Refunds for money paid by customer in check, of any amount, or "pin-entered" debit card and cash over \$200.00 will be made by company check and may take up to 21 calendar days from the time the refund is processed at the store.

30-DAY EXCHANGE PRIVILEGE

Subject to the limited exceptions and the terms below, within 30 days after the date of the original sale, we will exchange any item purchased for an item of equal or higher current selling price. The higher selling price difference, if any (including sales tax), must be paid by the customer.

IMPORTANT EXCEPTIONS AND TERMS

1. Due to special pricing given or other specific circumstances, one or more items on a receipt may be marked "Exchange ONLY" or "Final Sale" and cannot be accepted for refund and/or exchanged as shown.
 - The printed sales receipt will show we cannot accept special order merchandise and merchandise purchased during certain special sales events for refund or exchange.
 - Merchandise that has been significantly altered, including 3 or more sizes up or down, soldering of items together, shortening or lengthening of chains or bracelets, customization of the center diamond or mounting, etc., cannot be accepted for refund or exchange.
 - Unused Gift Cards can be refunded within 10 days of purchase to the original purchaser with the original customer receipt for its purchase. Gift cards that have been partially or fully redeemed cannot be refunded. There are no refunds to Gift Card recipients.
2. Merchandise accepted for refund or exchange must be in "like new" condition, accompanied by the original customer receipt for the item, and must be returned with all original packaging, instructions and certificates provided at the time of the original sale.
3. In the event of a refund or exchange involving a trade-in, we may not be able to return the exact merchandise that was traded in on the original sale and we reserve the right to make any reasonable adjustments based upon the trade-in value of the trade-in merchandise.



YOUR FAMILY JEWELER. SAYING *Yes* SINCE 1948