

Roemer Originals Warranty

We, at Roemer Originals, pride ourselves on providing exceptional customer service and a high quality product. Our desire is to provide our customers with a wonderful experience and a beautiful piece of jewelry that will be cherished for generations to come. If you are not completely satisfied, please let us know and we will do whatever possible to make sure you are happy with your purchase.

Warranty:-----

Roemer Originals warranties all of our workmanship on any piece that we custom manufacture from carve to finish. We guarantee that all gemstones are set properly and are tight in their settings when the new piece is delivered to the customer. If a stone should fall out due to defect without any damage or wear-and-tear to the setting, Roemer Originals will replace the gemstone at no charge (up to \$500 value). We will size your new ring at no charge when you first receive it for proper fit. All future sizings, as fingers change, will be charged accordingly.

Inspection:-----

Roemer Originals custom designed pieces are warranted as above for the lifetime of the piece as long as the customer brings the piece to our location for inspection at least every 4-6 months and allows Roemer Originals to tighten any stones that may be loose and/or repair any normal wear-and-tear issues that are pointed out with regards to the integrity of the piece. We will clean, polish and make your piece look new while you are in the store as our complimentary service to you.

Normal Wear:-----

Roemer Originals is not responsible for any damage or loss due to normal wear-and-tear to the piece. This includes worn prongs or channels, broken prongs (lost stones due to these issues), cracked shanks, broken heads, broken gemstones/diamonds, etc. Any repairs that are needed due to normal wear or accidents will incur a charge to the customer.

Insurance:-----

Roemer Originals highly recommends insuring your jewelry so accidental damage to expensive gemstones, loss, or theft will be covered. We will provide you with the information needed to get proper insurance.

Satisfaction:-----

Roemer Originals works extensively with our customer to determine the exact specifications on a custom design piece. The customer is a part of the process from sketches to a carving approval in wax. If not completely satisfied with a custom designed piece, Roemer Originals will make alterations to the piece at no additional charge within 90 days of original purchase. If still not satisfied, additional labor charges may be incurred to further remake or change the design of the piece.

Vendor Warranty:-----

Roemer Originals does sell jewelry from other manufactures that was not hand carved and created at our location. Jewelry pieces from catalogs or other vendors that are purchased through Roemer Originals are subject to the warranty of the specific manufacturer.

Exchange and Return Policy:-----

Your purchase, in new condition, may be returned or exchanged within 20 days of the original purchase date. Sale or clearance merchandise, consignment purchases, completed Layaways, special orders, modified items, and custom designed jewelry may not be returned or exchanged. For any purchase paid by check or credit card, there is a 10 business day waiting period and the purchase will be refunded by check. Refunds of cash purchases will be made by check within 5 business days. A merchandise credit will be issued for the return of any item received as a gift, and not accompanied by its sales receipt. Gift Certificates, House Credits, and Gift Cards are not redeemable for cash.

Special Order, Custom Work, and Altered Item Policy:-----

We regret that special orders may not be returned or exchanged. A special order constitutes any jewelry, watch, or gift item that is ordered, custom designed, or altered at the customer's request.

Jewelry Repair Policy:-----

All repairs are guaranteed to be free of defects in material and workmanship, excluding normal wear, damage, or abuse. We are not responsible for altered gemstones left for repair, or for jewelry previously repaired and not disclosed. This includes, but is not limited to, diamonds or mismatched metal goods. In addition, we will not be responsible for any article left for more than sixty days after the completion of repair.

Roemer Originals reserves the right to make exceptions to any of the above restrictions depending on individual circumstances.