

Where and How to Return

We want you to be happy with everything you purchase from us. If you are not satisfied and need to return merchandise, we will give you full credit, provided you follow these procedures:

Return merchandise in its original condition and packaging, including envelopes, bags and boxes. Merchandise should be securely packaged and insured. Stuller is not responsible for returns that are damaged in transit.

- Include the completed Merchandise Return Form or a copy of the original invoice with the returned items. Please include the RSA50N for return on the form. Merchandise returned without this form or a copy of the invoice may be charged a service fee of \$10.00, or we may return the merchandise to you at your expense.

| Product Category | Return Period From Invoice Date |
|----------------------------|---------------------------------|
| Red Box Diamonds® | 10 days |
| Black Box Gemstones® | 10 days |
| Finished Jewelry | 15 days |
| Tools, Supplies, Packaging | 15 days |
| All other product | 30 days |
| Special Orders | Non-returnable |
| Stuller Overstock Product | Non-returnable |
| Clearance | Non-returnable |
| Selling Systems (Kits) | Non-returnable |
| Used Tools | Non-returnable |
| Books, CDs, and DVDs | Non-returnable |

Note: Days are calendar days.

Customers returning merchandise outside of this time frame will be charged a 15% restocking fee. All returns must be shipped prepaid (No CODs).

Upon receiving your return, we will exchange, replace, or credit. You will receive credit in the same manner as you paid for the merchandise.

Return insured for full value to:

Stuller Inc.

Attn: Customer Service

302 Rue Louis XIV

Lafayette, LA 70508

Stuller is not responsible for returns that are damaged in transit. Items with manufacturing defects may be returned for exchange. Items that were altered, cut, or manufactured to your specifications cannot be accepted for credit or with any exchange fee. Please keep this in mind when placing your order. For exchanges, we will do an exchange transaction, along with any exchange fee. Be aware that normal shipping charges do apply to the exchange order.

Except for specific Stuller programs that make provisions for "conditional sale" merchandise (finished jewelry, large diamonds and gemstones), products cannot be ordered for review. Such returns will be charged a 15% restocking fee. A 15% restocking fee may also be charged for all returns from accounts that consistently abuse the return privilege.

Refused, undeliverable, or merchandise returned that was not purchased from Stuller will be charged for the shipping costs of returning it to you.

Stuller may not be responsible for returned merchandise if these procedures are not properly followed. Thank you for adhering to these policies. If you have any questions concerning the return of merchandise, or credit for the return of merchandise, please contact our Customer Service Department at 800-877-7777, press 3 or info@stuller.com.

Contemporary Metals Return, Warranty, and Exchange Policy

Dura Tungsten®, White Dura Tungsten®, Ceramic Couture®, Titanium, and Stainless Steel bands – For up to 30 days from the date of invoice, return for credit if you are not satisfied for any reason. We offer a lifetime refurbish/repair service on bands; applicable fees listed below:

| Product Category | Applicable Fees |
|-------------------------------|-----------------|
| Basic Contemporary Metals | \$15 |
| With Diamonds .05 ct or under | \$15 |
| With Diamond .06 ct or over | \$20 |
| With Silver Inlay or Overlay | \$15 |
| With Gold Inlay or Overlay | \$30 |

(Shipping charges will be waived on repairs or replacements due to breakage or lost diamond.)

Contemporary Metals Kit Sales

All kits sales are not changeable on initial purchase. They are pre-packaged with displays. You may exchange within 30 days for another catalog item. We will issue a full credit for the exchange item, then bill you for the replacement item at the listed price.

Watches – We will replace within one year of dated invoice.

Product Review/Conditional Sale (sale with right to return)

Most finished jewelry is available to qualified accounts for your customer's review (limits may apply). Conditional sale merchandise is available for review for 10 days of PRCs ship date. If not returned within the 10 days, merchandise will be invoiced. If returned after invoiced, a 15% restocking fee will be applied.

Red Box Diamonds® and Black Box Gemstones® — Available for your customer's review for 5 days of PRCs date.

To return, follow these procedures:

- Include a copy of the conditional sale document or invoice and use the original packaging for the merchandise.
- Use the enclosed pre-paid air bill to return items within 10 days for finished jewelry and 5 days for diamonds and gemstones.
- Call FedEx at 800-463-3339 to request pickup.

Terms and Conditions are subject to change.