

## **Store Policies**

At Mazzo Jewelers, it is with great pride and integrity that we exceed our customers' expectations in service, selection, and value. Our commitment is to offer knowledge, friendly service and provide the finest quality jewelry at the best price.

### **Exchange and Return Policy**

Mazzo Jewelers exists to satisfy its customers. We are happy to assist your past or future purchases.

Your purchase, in new or unworn condition and accompanied by its original receipt, may be exchanged or returned within 14 days of the original purchase date. *Sale, clearance, consignment purchases, special orders, modified and/or custom pieces are not returnable or exchangeable.*

Credits or refunds will be issued in accordance with the original method of payment. For any purchase made by check, there will be a 10 business day wait period. Gift recipients will be issued a merchandise credit only. *Gift cards are not redeemable for cash.*

### **Layaway Policy**

Articles may be placed on layaway for a maximum of 90 days, with a minimum deposit of 20%. If no satisfactory arrangements have been made for the full payment before the 90 day period, the items will be returned to stock.

Layaway deposits and payments are non-refundable after 14 days of original layaway, but may be applied towards purchase of other merchandise. Completed layaways are returnable for merchandise credit only.

### **Special Orders, Custom Work, and Altered Item Policy**

We regret that special orders are not returnable, and that no refund or exchange can be made. A special order constitutes any jewelry, watch, or gift item ordered, custom made, or altered at the customer's request.

These orders require a 25% non-refundable deposit. Such items are non-returnable and any payments made will be forfeited.

### **Center Stone Warranties**

Mazzo Jewelers cannot be responsible for the loss of the center stone, or any primary stone, from any item we sell. Please consult your insurance agent for the information about how to insure your important pieces of jewelry against such a loss or any other mishap. We will, upon request, be happy to provide you with an appraisal for any item we set.

### **Gemstone Damage Disclaimer**

Mazzo Jewelers uses special care in the handling and setting of gemstones, but cannot be responsible for any damage that may occur in such handling and setting. Further, Mazzo Jewelers cannot be responsible for damage attributable to unstable enhancement processes, or for pressure or heat sensitive stones, or stones with fractures, as there is an inherent risk in handling and setting them.

### **Sale Item Exclusions**

Sale pricing is not applicable to prior purchases, layaways, or special orders.

### **Gemstone Enhancement Disclosures**

Gemstone purchasers should be aware that the natural gemstones are processed from the time they are extracted from the earth by one or more traditionally accepted gem and jewelry industry practices. All colored gemstones listed on this sales receipt have probably been subjected to a stable and possibly undetectable enhancement process to improve color and/or stability. Such enhancements may include, but not limited to, heat treatment, irradiation and impregnation. All relevant information will be readily provided to the best of our knowledge. Prevailing market values are based on these universally practiced and accepted processed by the gem and jewelry trade.

**Off-Premise Watch Repair**

All watch repairs will take a minimum of 4 weeks for repair.

Estimates will take approximately 2 weeks. After we have received your approval to proceed with the repair, it will be approximately another 2 to 4+ weeks from there.

If the watch is older or parts are needed, please understand that these parts can be difficult to locate and will take time to obtain.

If there are any questions regarding your watch status, please feel free to call and inquire. We appreciate your patience through this process.