



## OUR COMMITMENT TO YOU

### **Exchange and Return Policy**

Your purchase may be exchanged or returned within 30 days from the original purchase date. Merchandise exchanged or returned for any reason must be in the same condition as received by customer at time of original purchase.

### **Special Orders, Custom Work, and Altered Items 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.

All watches are cleaned with the latest ultrasonic cleaning equipment, electronically timed, and adjusted to the capabilities of the watch. Watch overhauls are warranted for 12 months. The warranty does not cover watches which have been abused, tampered with, or if the watch shows signs of rust resulting from water damage. We are not responsible for worn or broken parts, which were not necessary to replace at the time of the overhaul. There is no warranty on crystals, stems or crowns, or watchbands. Once a water resistant watch has been opened to change the battery, it may no longer retain its water resistance. Kloiber Jewelers does not warranty any water resistant watch against leakage unless it has undergone a pressure-test after a battery change; there is an additional fee for this service.

### **Colored Gemstone Enhancement Disclosure**

Gemstone purchasers should be aware that 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 available at Kloiber Jewelers have probably been subjected to a stable and possibly undetectable enhancement process to improve color and/or stability. Such enhancements may include, but are 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 processes by the gem and jewelry trades.