

30 Day Return Policy

This Return Policy is subject to our Terms and Conditions of Sale and Use.

If, for any reason, you are not completely satisfied with any product purchased with or through this Site because of a manufacturing defect, simply return it to **Palladora** within 30 days of purchase. Upon inspection **Palladora** reserves the right to repair, replace or refund the full cost of the item **excluding** shipping, insurance and handling charges, less any replacement fee for non-returned Laboratory Diamond/Gemstone certificates, if applicable.

The item must be in its original packaging and returned in accordance with our Return Policy. All shipping charges must be prepaid by you and you must insure the shipment or accept the risk of loss or damage during shipment. All warranty materials and the original receipt must be included with any returned purchases. We will not accept any returned item which has been worn or altered in any way.

Ring sizing

(Taxes)(Duties) Fees are added each time a piece of jewellery crosses International Borders, therefore we are unable to provide this service. Contact *Palladora* at: customerservice@palladora.com

Initiate a Return

1. LOGIN into your account.
2. Your request to receive a **R.A#** - Return Authorization Number, can be found under: CLIENT SERVICES > 30 Day Return Form.
3. Please complete the form, acknowledge the *Palladora* Return Policy and submit your request.
4. Upon approval you will receive your Return Authorization Number by return email along with instructions on "How to package an item for Return".
5. **Note:** shipping, insurance and handling fees are **non-refundable**.
6. Any applicable Referral discounts applied to original Sale will be forfeited by customer upon issuance of an approved R.A.#

Conditions of Return

1. Packages without a **R.A#** (Return Authorization Number) will not be accepted.
2. The item must be received by *Palladora* within 30 days of purchase (invoice) date.
3. Items received after this period will not be accepted.
4. Each item must be returned in the same condition as it was sent, (i.e. without use or further wear) **undamaged and unworn**.
5. Damaged goods due to client negligence will not be accepted.
6. The original *Palladora* jewellery (barcode) tag must still be intact and on the item.
7. Orders with **engraving, special finger sizes** cannot be accepted back for return unless the result of *Palladora's* error.
8. Badly packed or uninsured items will not be accepted.
9. Return of all Original Jewellery Appraisal(s) portfolio
10. All original Gemological Laboratory certificates that were issued with the Diamond(s) Gemstone(s) must be returned, or a replacement fee of \$US200.00 will be charged for each.

Return process

1. All requests will be processed after our Factory inspects and validates the condition of the item.
2. Returns take approximately (5) five business days to process upon receipt of the item.
3. *Palladora* will repair, replace or refund the full cost of the item **excluding** shipping, insurance and handling charges, less any replacement fee for non-returned Laboratory Diamond/Gemstone certificates, if applicable.
4. If an order is defective, then *Palladora* will only reimburse shipping and handling charges up to a maximum of \$20.00.
5. Monies will then be promptly refunded in the mode of original payment.

Return Address

P.I.I.
20- 95 West Beaver Creek Road
Richmond Hill, Ontario
CANADA, L4B 1H2