

LIMITED LIABILITY WARRANTY

What is covered?

Facets Singapore Pte Ltd ("we" or "us") warrant that all manufactured or ready-made precious metal jewellery supplied by us is free from manufacturing defects.

This warranty does not apply to repairs, resizing, replating or repolish of customer's jewellery not previously supplied by us.

What is a manufacturing defect?

Manufacturing defects will be determined by us at our sole discretion upon inspection and includes issues with material integrity, diamond/gemstone setting and craftsmanship for a period of 36 months from date of purchase.

What is not covered under warranty?

This warranty does not cover damage due to normal wear and tear, accidental damage, loss, theft, misuse, improper care* or damage resulting from repair, re-sizing and/or other services that are performed by someone other than us. This warranty will not cover any loss or damage to the diamonds/gemstones or jewellery if caused by impact damage, improper handling or carelessness or in the case of gemstones discolouration due to exposure to chemicals, makeup or other liquids.

This warranty is limited to the repair or replacement of the faulty item by an item of equivalent or greater value at our discretion but does not cover the loss of the main diamond/gemstone unless there is an obvious inherent manufacturing defect in material or design of the setting.

Conditions to ensure warranty remains valid and effective.

We recommend having your jewellery cleaned and inspected every twelve months. For this warranty to remain effective, the jewellery must be inspected at least once every twelve (12) months by a qualified staff member of Facets Singapore. You are invited to visit us for a free inspection, claw integrity check and clean-up for this purpose.

Any modifications, alterations or resizing work performed by a party other than Facets Singapore will void this warranty.

(*Please refer to our article on [caring for your jewellery](#) in the FAQ or blog section of our website for guidelines on jewellery care and maintenance)

THIS WARRANTY IS NOT AN INSURANCE POLICY. Customers are advised to purchase insurance against loss, theft or damage of any jewellery not covered by the terms of our warranty.

We reserve the right to alter the terms and conditions of our warranty. The latest effective warranty statement is available for download from our website.

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