

Return Policy:

Return Address Depends on Product Purchased.

- (1). SI Dept 70
302 Rue Louis XIV
Lafayette, LA 70508
- (2). 5328 W Market Street, No. 23C
Greensboro, NC 27409
Cell Tele.: 720-840-8728
- (3.) SI Customer Care Canada
55 Queen Street East, Suite 1307
Toronto, ON M5C 1R6

What you need to know:

- Upon receiving and processing your return, we'll exchange, replace, or credit via original payment method within 3 business days.
- Return products must be in original condition and please include all packaging, envelopes, bags, boxes, etc.
- Insurance coverage must be for full value of return items, as JewelryByYusuf.us is not responsible for lost or damaged shipments.
- JewelryByYusuf is unable to accept hazardous materials or cash on delivery (COD) return shipments.
- Additional fees may apply for abuse of return privileges, not following guidelines, or shipping back of unaccepted items.
- Items returned because of manufacturing defects will be exchanged.

Tips for securely packaging your return:

- *Use plain or nondescript packaging.
- When possible, do not display your company name or logo on the outside of packages being shipped. Use secure/alias names to address a package.
- By limiting the amount of information you share about who you are, what you are shipping, and to whom the shipment is intended, you minimize the risk of fraudulent activity.
- If shipping multiple packages, avoid taping the boxes together.

- Prepare shipments under a camera and capture the tracking number to have visual evidence of what was packed and shipped.
- For higher value items, ALWAYS double box. Sealing the ends of both boxes with clear tape, or tape with fibers, is always the best way to protect the contents from theft.
- Do not place your return in a drop box or leave it unattended. Schedule a pickup with the carrier or drop off inside the carrier’s facility and get a receipt with the tracking number.

Product Return Timelines:

Returns of Stuller Diamonds® with Reports and Notable Gems® must be received by Stuller within 10 days of the invoice date. Finished Jewelry, Tools, Supplies, Packaging, and Fabricated Metals must be received by Stuller within 15 days of the invoice date and must be in original packaging. All other returns must be received within 30 days of the invoice date. This includes Made to Order items, which are still considered returnable without additional customization services.

Products returned outside the No Fee Return Period are charged a 15% restocking fee.

PRODUCT	NO FEE RETURN PERIOD CALENDAR DAYS FROM INVOICE DATE
Stuller Diamonds® with Reports Notable Gems®	10 Days
Jewelry Tools and Supplies Packaging and Displays Fabricated Metals and Stampings Watch Bands	15 Days
All Other Products	30 Days
Special Ordered Fabricated Metals Books, CDs, DVDs Imprinted Packaging/Displays Special Orders Selling Systems Deals Used Tools	Nonrefundable

Metals Return Policy:

Fabricated metals that have been specially ordered or manufactured to your specifications, altered, cut, annealed, etc. cannot be returned or exchanged.

Return Policy for Bullion:

Gold Bars, Coins, and Rounds.

All bullion is **nonreturnable and nonrefundable*** after purchase.

Stuller gold bars as well as gold and silver minted coins and rounds are eligible for the Stuller Value Exchange, which allows customers to trade eligible bullion for their choice of Stuller account credit, check,

or direct deposit. The payout will be 100% of the exchange value based on the Second London Fix market price on the day it is received back at our facility. It is processed with no additional fees.

*Exceptions may be made if the pieces are defective or damaged.

Contemporary Metal Band Size Exchange Program:

Stuller offers lifetime size exchanges for **\$20 per exchange** on Contemporary Metal Bands for a different finger size of the same ring if available or closest similar style or value at Stuller's discretion. Requires proof of purchase. Additional fees apply for engraving.

Product Review/Conditional Sale:

For accounts with Product Review/Conditional Sale privileges, products returned outside the Review Period will be invoiced, and regular return timelines and fees will apply. Please use the provided prepaid air bill to return items and include all original packaging plus a copy of the conditional sale document or invoice. Read the full [Terms and Conditions](#).

Please direct all questions to:

Yusuf Al-Salaam

Owner: www.JewelryByYusuf.us

Email: yusuf.alsalaam@gmail.com

Cell Tele.: 720-840-8728