



DIAMOND LIFETIME GUARANTEE

and Trade-Up Certificate

CERTIFICATE NUMBER	PURCHASE PRICE	DATE OF PURCHASE (Day, Month, Year)	ITEM PURCHASED WITH TRADE IN <input type="checkbox"/> YES <input type="checkbox"/> NO
DESCRIPTION (To include karat gold and gold color)		NUMBER AND TYPE OF STONE(S)	
WT. OF MAJOR DIAMOND (CT.)	NO. & TOTAL WT OF DIAMOND ACCENTS	QUALITY OF DIAMOND	
MANUFACTURER'S NAME OR TRADEMARK	STYLE NO.	CRC/UPC NO.	
STORE NAME	SALES ASSOCIATE NAME	SALES ASSOCIATE SIGNATURE	
CUSTOMER NAME		CUSTOMER SIGNATURE	

The Army & Air Force Exchange Service (the Exchange) makes the following limited guarantee. This guarantee is extended only to the person named on this certificate and is not transferable. In order to exercise your rights under this guarantee, the merchandise, this certificate and register receipt or packing slip from your online order; must be returned to the Exchange retail facility or eCOM customer service at www.shopmyexchange.com.

I. DIAMOND QUALITY GUARANTEE:

- A. **CLARITY:** The Exchange diamonds are clarity graded based on the clarity grading scale developed by the Gemological Institute of America (GIA).
- B. **COLOR:** The Exchange diamonds are color graded based on the color grading scale developed by the Gemological Institute of America (GIA).
- C. **CUT:** All major diamonds are cut to rigid standards. All diamonds are cut and polished for brilliancy and dispersion.

- F. Trade-ups not accepted on metals other than gold, silver or platinum.
- G. Diamond purchases of \$1,000.00 or more require evaluation by our gemologist prior to receiving a Trade-up. (Holiday deadline is 4 weeks prior to event).
- H. The Trade-up registration certificate and register receipt is presented with the item when Trade-up is requested.

To return an item to www.shopmyexchange.com, please contact customer service online via email or call 800-527-2345. An agent will coordinate the return through our gem lab. Once approved, the Trade-up value will be applied to your new selection.

II. MOUNTING QUALITY GUARANTEE:

- A. This mounting has been produced from quality materials and is guaranteed against faulty craftsmanship or defective materials, as determined by the Exchange.
- B. Where space permits, this mounting is stamped with the karat gold, silver or platinum mark and a manufacturer's trademark in accordance with Federal Trade Commission (FTC) regulations.

FOR CONUS ONLY - The Exchange is restricted to sell any jewelry or diamond setting where individual stones exceed one and one half carat. This is noted in AR 60-20 and AFJ1 34-210, Appendix C-1.

If the original purchase price plus fifty percent exceeds the dollar amount of any one single item in our current stock assortment, a second fine jewelry item may be added to meet this amount.

III. DIAMOND TRADE-UP: The Exchange will allow authorized customers the full purchase price of the item identified on this certificate as credit toward the purchase of another Diamond jewelry item, of at least fifty percent additional value above the original purchase price, providing the following conditions are met.

- A. Diamond Trade-up will be accepted on Bridal sets including Engagement and Anniversary Rings, Solitaire Rings, Solitaire Earrings and Solitaire Pendants. Gemstones and Pearls are excluded from Trade-ups.
- B. The diamonds are not damaged or missing from the mounting.
- C. The diamonds are still in the original mounting.
- D. The mounting is not altered.
- E. Personalized items cannot be accepted for Trade-up.

IV. CARE OF FINE JEWELRY: The setting of the diamond should be checked at least once a year by a jeweler. Most broken or lost Diamonds result from the wearer hitting the stone on a hard surface or wearing a prong thin allowing the stone to fall out. Neither the Exchange nor the manufacturer can be held responsible for such loss or breakage of stones.

V. RETURN POLICY: The Exchange fine jewelry may be returned within thirty days from the date of purchase for an exchange or refund provided the item has not been damaged or altered. Diamond purchases of \$1,000.00 or more require SPDC Gemological evaluation prior to receiving a Refund (Holiday deadline is 4 weeks prior to event). Jewelry purchased with a trade-up credit does not qualify for a cash refund.

VI. APPRAISALS: The Exchange does not buy the fine jewelry using the appraisal method, because of the degree of subjectivity involved in the appraisal process. Appraisals are only as accurate as the appraiser is knowledgeable. The Exchange buys fine jewelry using exacting specifications. This method of procurement assures our customer that the jewelry purchase is of excellent value.