Returns & Refunds

Shipping, Returns & Warranty · https://imiyoo.com/FAQ/returns-refunds/

At IMIYOO Jewelry, we want you to feel confident and comfortable with your purchase. We understand that choosing a piece of jewelry is personal, and we're here to help if you have questions before or after placing your order.

Below, you'll find information about our return policy, order cancellations, refunds, and how we handle any concerns with your jewelry.

1. Our Return Policy

Most of our jewelry is made to order, with each piece crafted according to the design and details you've selected. We also offer a small selection of in-stock jewelry.

Given the nature of our products, we're unable to accommodate returns simply due to a change of mind. This policy also applies to our in-stock pieces.

We encourage you to take your time reviewing product details before ordering. If you're unsure about gemstone colors, sizing, metal options, or design details, please feel free to reach out. Our team will be happy to help you make an informed decision.

Of course, if your jewelry arrives with a manufacturing defect, is incorrect, or doesn't match the agreed specifications, we're here to help. We'll carefully review the situation and work with you toward an appropriate solution.

Your rights under applicable consumer protection laws remain unaffected.

2. Canceling an Order

We understand that plans can change. If you need to cancel an order, please contact us as soon as possible.

Cancellation options depend on the type of jewelry you've ordered and how far we've progressed with your design.

In-Stock Jewelry

If you've ordered an in-stock piece and would like to cancel before it ships, please contact us promptly.

We'll check your order status and let you know what cancellation options are available.

Made-to-Order Jewelry

For made-to-order jewelry purchased directly from our online catalog, cancellation options depend on the CAD design stage.

Before CAD Work Begins

You're welcome to cancel your order for a full refund.

After CAD Work Begins, but Before It's Sent to You

You may still cancel your order. A $40 USD CAD design fee will be deducted from your refund, and the remaining balance will be returned to you.

This fee covers the design work already completed or underway. It is deducted from your original payment, not charged as an additional fee.

After the CAD Design Has Been Sent to You

Once your CAD design has been prepared and shared with you, we're generally unable to accommodate cancellations based solely on a change of mind.

If you have concerns about the design, please reach out. We're happy to discuss reasonable adjustments within the original design direction before production begins.

These cancellation terms do not affect any rights you may have under applicable law or remedies available if we've made an error.

Original Custom Jewelry

For jewelry created from your own design ideas or reference images, we offer two payment arrangements.

CAD-First Option

You can begin with a $40 USD CAD design fee.

If you decide to proceed with production, this amount will be credited toward your jewelry order.

If you choose not to continue after CAD work has started, the CAD fee is non-refundable, except where required by law or where we have not fulfilled our obligations.

Full-Payment Option

You can also pay the agreed order amount upfront, with CAD design included at no separate charge.

If you need to cancel after design work or production has begun, please contact us as soon as possible. We'll review your request based on the work already completed, the terms agreed for your order, and applicable law.

We understand that custom jewelry is a meaningful purchase, and we'll do our best to communicate clearly about your available options.

3. If Something Isn't Right With Your Jewelry

We take care to review your jewelry before it leaves us. Each completed piece goes through quality checks, and our team reviews the finished jewelry before shipping.

Even with these precautions, we understand that concerns can sometimes arise.

If your jewelry arrives damaged, has a suspected manufacturing defect, or doesn't match the specifications we agreed upon, please let us know.

Simply email **sales@imiyoo.com** with your order number, a brief explanation of the issue, and clear photographs or a short video if possible.

We'll review the details and work with you to find an appropriate resolution.

Depending on the situation, the available options may include:

- **Local Repair:** If the issue can be resolved by a local jeweler and you're comfortable with that option, we may arrange to cover the agreed reasonable repair cost.
- **Correction or Remake:** If a correction or replacement is appropriate, we'll discuss the available arrangements with you.
- **Return & Refund:** Where a return and refund is the agreed resolution for a confirmed manufacturing issue, we'll cover the return shipping cost and provide a full refund after receiving the returned jewelry.

If the cause of an issue isn't immediately clear, we'll review the information together and discuss the appropriate next steps, including any return-shipping arrangements.

Our goal is to address genuine product concerns fairly and make the process as straightforward as possible.

For packages lost or damaged during delivery, please also refer to our Shipping Information policy.

4. Our 90-Day Workmanship Warranty

Your jewelry is covered by our **90-day workmanship warranty**, starting from the date your package is marked as delivered in the carrier's tracking system.

This warranty covers qualifying manufacturing and workmanship issues.

If you notice a possible workmanship problem during this period, please contact us with your order number and supporting photographs or video.

We'll review the issue and explain the available options, which may include repair, correction, or another appropriate resolution.

Please note that the workmanship warranty is separate from our return policy. It provides support for qualifying product issues rather than returns based on a change of mind.

For more information about coverage and how warranty requests are handled, please see our Warranty Policy.

Your rights under applicable consumer protection laws remain unaffected.

5. How to Request a Return or Refund

If you have a concern about your jewelry or would like to discuss a cancellation or refund, please contact our team first.

Email: sales@imiyoo.com

To help us assist you, please include:

- Your order number
- A brief description of your request
- Clear photographs or video, if your concern involves the jewelry itself

We'll review your request and explain the available options.

If a return is arranged, we'll provide the return address and shipping instructions.

Please wait for our confirmation before sending jewelry back, so we can make sure your package is directed to the correct location.

6. How Refunds Are Processed

Once a refund has been approved, we'll arrange it through your original payment method whenever possible.

For approved returns that require the jewelry to be sent back, the refund will be processed after we've received the item, in accordance with the agreed resolution and applicable legal requirements.

Depending on your payment provider, it may take additional time for the funds to appear in your account.

We'll keep you informed about the refund process and follow any applicable legal refund deadlines.

7. We're Here to Help

We know that purchasing jewelry online, especially a personalized piece, involves important decisions.

If you have any questions about your order, the design process, or our return and refund policy, please don't hesitate to get in touch before placing your order.

We're happy to explain the details and help you understand what to expect.

Email: sales@imiyoo.com

Thank you for choosing IMIYOO Jewelry.

Nothing in this policy limits or excludes any consumer rights or remedies that cannot legally be waived.