Terms & Conditions

Legal & Privacy · https://imiyoo.com/FAQ/terms-conditions/

Welcome to IMIYOO Jewelry!

We're glad you're here. These Terms & Conditions explain how our website, shopping experience, and jewelry ordering services work.

Please take a moment to review them before placing an order. By using our website or purchasing from IMIYOO Jewelry, you agree to the applicable terms described below.

If you have any questions, we're always happy to help.

1. About IMIYOO Jewelry

IMIYOO Jewelry offers in-stock, made-to-order, and custom-designed jewelry, with a focus on gemstone selection and personalized designs.

Our website, www.imiyoo.com, allows you to explore our collections, purchase available jewelry, and contact our team about custom design requests.

These Terms & Conditions apply to purchases made through our website and to custom jewelry orders arranged directly with IMIYOO, unless different terms are specifically agreed upon in writing.

Our Shipping Information, Returns & Refunds, Warranty, and Privacy Policy provide additional details about our services.

2. Our Jewelry & Product Information

We do our best to provide accurate and helpful product descriptions, photographs, specifications, and pricing.

Depending on the design, our jewelry may feature lab-grown colored gemstones, moissanite, diamonds, and various precious metals.

Available gemstone and metal options vary by product and are subject to confirmation.

Product Photographs & Colors

We make an effort to present jewelry and gemstones as accurately as possible.

However, colors and appearance may vary slightly depending on lighting, photography, screen settings, and the individual characteristics of a gemstone.

Some images may also show CAD renderings or design illustrations rather than finished jewelry.

We'll work with you to confirm important design details and gemstone specifications before production where applicable.

Gemstone & Material Information

We aim to describe our gemstones and metals accurately, including whether a gemstone is lab-grown, natural, or another disclosed material.

Commercial gemstone color names do not necessarily indicate a particular mineral species or geographic origin.

The actual gemstone material and agreed specifications will be confirmed as part of the relevant product or custom-order details.

If you have questions about a gemstone's composition, color, shape, or availability, please contact us before ordering.

3. Product Availability & Order Types

We offer three main types of jewelry orders.

In-Stock Jewelry

In-stock jewelry is already made and available for purchase.

These pieces do not require the standard made-to-order production period. After payment is confirmed, we prepare them for shipment, including any necessary final checks.

Dispatch timing will be confirmed with your order.

Made-to-Order Jewelry

Most of our jewelry is made to order.

After you place an order, our team contacts you to confirm the necessary product details, including applicable gemstone and design specifications.

We then prepare a CAD design for your review and approval before production begins.

Original Custom Jewelry

If you have a particular design in mind, you can contact us with your ideas, reference photographs, or preferred specifications.

Our team will review your request, discuss available materials and production feasibility, and provide a quotation.

Submitting a custom jewelry inquiry does not automatically place an order or authorize production.

Custom designs proceed only after the necessary terms, design details, and payment arrangements have been confirmed.

4. Pricing & Payments

Online Product Prices

Prices displayed on our website are shown in US dollars unless otherwise indicated.

For jewelry purchased directly from our online catalog, the displayed product price reflects the selected product and available options.

We do not provide a separate breakdown of metal, gemstone, and craftsmanship costs for standard catalog purchases.

Custom Jewelry Quotations

For original custom jewelry, we provide a quotation based on the agreed design and specifications.

Our custom quotations generally separate:

- Metal material costs
- Gemstone costs
- Craftsmanship costs

Shipping is listed separately.

Custom jewelry quotations are generally valid for **15 days from the quotation date**.

If CAD work begins within the quotation's validity period and you continue with the agreed design and production, the original quoted price remains applicable.

If the quotation expires before the project begins, a new quotation may be required.

Customer-requested changes to the agreed design or specifications may require a revised quotation. We'll explain any additional costs before proceeding.

Payment Methods

We use third-party payment services to process purchases securely.

The payment options currently available will be displayed during checkout or confirmed directly for custom orders.

Payment providers may apply their own terms and policies.

We do not add a separate customer-facing payment-processing surcharge for our standard payment-platform transaction costs.

Pricing or Order Errors

We make reasonable efforts to keep our product information and pricing accurate.

If we discover an error affecting an order, we'll contact you to explain the issue and discuss the available options before proceeding.

We won't charge you an additional amount for a proposed change without your agreement.

Any cancellation or refund resulting from an order error will be handled in accordance with applicable law.

5. CAD Design & Customer Approval

CAD design helps you review the structure and important details of your jewelry before production.

Made-to-Order Catalog Jewelry

For made-to-order jewelry purchased directly from our online catalog, CAD preparation is included in the displayed product price.

No separate CAD design fee is charged for this standard process.

Our team will share the CAD design for your review and approval before production begins.

Original Custom Jewelry

For original custom designs, we offer two payment arrangements.

CAD-First Option

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

If you proceed with production, this amount is credited toward your order.

If you decide not to proceed after CAD work has begun, the CAD fee is non-refundable, except where required by law or where IMIYOO has not fulfilled its obligations.

Full-Payment Option

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

Design Revisions

We understand that you may want to adjust certain details after reviewing your CAD design.

Reasonable refinements within the original design direction are provided without an additional revision fee.

More substantial changes involving the overall design, structure, or setting method may require additional work and costs.

We'll discuss any proposed additional charges with you before proceeding.

If an adjustment is necessary because of an error on our part or a deviation from your confirmed requirements, we'll correct it without charging you for that correction.

6. Production & Final Review

For made-to-order and original custom jewelry, production begins after the required design approval.

Standard production typically takes **7–15 business days**, excluding CAD preparation, shipping, and any additional time needed for customer review.

Some complex designs may take longer. We'll let you know when additional production time is expected.

Quality Checks

Completed jewelry undergoes quality inspection before dispatch.

For made-to-order and custom pieces, we'll also provide actual photographs and a multi-angle video of the finished jewelry for your review.

Your approval is required before these pieces are shipped.

If you notice a concern with the finished piece, please let us know so we can review it before dispatch.

Changes After CAD Approval

If you request changes after approving the CAD design, we'll review whether the changes are still possible based on production progress.

Additional costs may apply to customer-requested changes, but we'll explain and confirm them before proceeding.

If an issue results from an error by IMIYOO, we'll work to correct it without charging you for our mistake.

7. Metal Weight Assurance

For eligible original custom jewelry orders with an itemized quotation, IMIYOO offers Metal Weight Assurance.

This arrangement compares the originally estimated metal weight with the actual metal weight measured during production, using the agreed production allowance.

Where an eligible difference qualifies for a refund, the adjustment is calculated using the original quoted unit price for the applicable metal.

If the actual adjusted weight is higher than the estimate, we do not charge an additional amount for that weight difference.

Metal Weight Assurance applies to eligible itemized bespoke quotations involving supported metals, including 10K, 14K, and 18K gold, 925 sterling silver, and PT950 platinum.

It does not apply to fixed-price online catalog purchases.

For more information about the calculation and eligible orders, please refer to our Metal Pricing information.

8. Shipping & Delivery

We offer international shipping at a flat rate of **$30 USD per jewelry order**, regardless of the number of pieces purchased.

We arrange shipping through carriers such as DHL, FedEx, and UPS.

International delivery typically takes around five days after dispatch, depending on your location and the carrier.

Delivery estimates do not include any applicable CAD preparation or production time.

Orders containing multiple pieces are normally shipped together once all items are ready.

If you'd prefer separate shipments, please contact us to discuss availability and any additional shipping costs.

Customs Duties & Taxes

International orders may be subject to customs duties, import taxes, or clearance charges imposed by the destination country.

These charges are not included in our $30 shipping fee and are generally the recipient's responsibility when applicable.

Delivery Delays

Shipping estimates are not guaranteed delivery dates.

If we expect a delay beyond the communicated shipping timeframe, we'll contact you with an update and explain your available options, including any cancellation or refund rights required by applicable law.

Please refer to our Shipping Information policy for additional details.

9. Cancellations, Returns & Refunds

We understand that circumstances can change, and we encourage you to contact us as soon as possible if you have questions about an existing order.

Order Cancellations

Cancellation options depend on your order type and the stage of work.

For made-to-order catalog jewelry:

- **Before CAD work begins:** You may cancel for a full refund.
- **After CAD work begins but before the design is sent to you:** You may cancel, with a $40 USD CAD fee deducted from your refund.
- **After the CAD design has been sent to you:** Change-of-mind cancellations are generally not accepted.

For in-stock jewelry, please contact us promptly if you'd like to cancel before dispatch.

For original custom jewelry, cancellation arrangements depend on the payment option, work already completed, and the terms agreed for your order.

These conditions do not affect cancellation or refund rights required by applicable law or remedies available when IMIYOO has not fulfilled its obligations.

Returns After Delivery

Most of our jewelry is made according to confirmed designs and specifications, and we also offer a limited selection of in-stock pieces.

Given the nature of our products, we're unable to accommodate returns simply due to a change of mind, including for in-stock jewelry.

If your jewelry arrives defective, incorrect, or not as agreed, please contact us. We'll review the situation and work with you toward an appropriate solution.

For full details, please see our Returns & Refunds policy.

10. Our 90-Day Workmanship Warranty

We offer a **90-day workmanship warranty**, starting from the delivery date shown in the carrier's tracking record.

The warranty provides support for qualifying manufacturing and craftsmanship issues.

Depending on the circumstances, appropriate solutions may include:

- An agreed local repair
- Correction or remake
- An approved return and refund

For confirmed manufacturing issues requiring a return, IMIYOO covers the return shipping cost.

The workmanship warranty is separate from returns based on changes in personal preference.

Please refer to our Warranty policy for further details.

11. Website Content & Intellectual Property

The photographs, text, graphics, branding, and other materials displayed on our website may be protected by copyright, trademark, or other intellectual property rights.

Please respect these rights and avoid copying, distributing, or commercially using protected website content without appropriate permission.

If you share photographs, illustrations, or design references with us for a custom jewelry request, please make sure you have the necessary permission to share and use those materials for the requested purpose.

We may need to discuss adjustments if a requested design involves third-party intellectual property rights.

Submitting a reference image does not, by itself, guarantee that an exact reproduction can be produced.

12. Website Use & Information Accuracy

We aim to keep our website helpful, accurate, and accessible.

However, product availability, gemstone options, technical information, and website features may change.

We encourage you to contact us if you need clarification before making a purchase.

Please use our website lawfully and avoid activities intended to interfere with its security, functionality, or other visitors' access.

If a technical error affects your order or payment, contact us so we can investigate and assist.

13. Privacy & Personal Information

We respect the importance of protecting your personal information.

When you place an order, submit a custom design request, or contact our team, we may collect information necessary to provide our services.

Please see our Privacy Policy for details about the information we collect, how we use it, and your available privacy rights.

14. Questions & Resolving Concerns

We want your experience with IMIYOO Jewelry to be straightforward and positive.

If you have concerns about an order, product description, payment, or service, please contact us.

We'll review your concern and work with you toward an appropriate resolution.

You retain any rights and legal remedies available under applicable law.

15. Updates to These Terms

We may update these Terms & Conditions from time to time to reflect changes in our products, services, or legal requirements.

When changes are made, we'll update the date at the top of this page.

For an order already placed, the applicable agreed order terms will continue to govern that purchase unless a change is separately agreed upon or required by law.

Where additional notice or consent is legally required, we'll provide it.

16. Contact Us

If you have questions about these Terms & Conditions or need assistance with an order, please contact us.

IMIYOO Jewelry

Website: www.imiyoo.com

Email: sales@imiyoo.com

We're happy to assist you.

Nothing in these Terms & Conditions excludes or limits any consumer rights or remedies that cannot legally be waived.