Warranty Policy

Shipping, Returns & Warranty · https://imiyoo.com/FAQ/warranty-policy/

At IMIYOO Jewelry, we want you to enjoy your jewelry with confidence. Whether you've chosen one of our existing designs or created something personal with our team, we care about the quality of every piece we deliver.

That's why we offer a **90-day workmanship warranty** to help address qualifying manufacturing and craftsmanship issues.

Below, you'll find information about what's covered, how we handle warranty requests, and what to do if something doesn't seem right with your jewelry.

1. Our 90-Day Workmanship Warranty

Your IMIYOO jewelry comes with a 90-day workmanship warranty, beginning on the date your package is marked as delivered in the shipping carrier's tracking system.

The warranty covers qualifying manufacturing and workmanship issues that arise during this period.

If you notice a possible problem with your jewelry, please get in touch. Our team will review your concerns and help you understand the available options.

This warranty is separate from our Returns & Refunds policy and is intended to address product quality rather than changes in personal preference.

2. What's Covered

Our workmanship warranty is designed to help with issues related to how your jewelry was made.

Examples of issues we can review under the warranty include:

Gemstone Settings

Loose gemstones, gemstones becoming detached, or concerns about the security of a setting that may be related to a manufacturing or setting issue.

Metalwork & Construction

Broken metal components, cracked solder joints, or structural problems that result from a manufacturing defect.

Unexpected Deformation

Unusual bending or deformation that occurs during normal wear and may indicate a problem with the jewelry's construction.

Finishing Quality

Manufacturing-related issues with polishing, plating, or other finishes that do not meet the agreed quality expectations.

If you're unsure whether your concern is covered, please contact us. We're happy to review the details with you.

Each request is assessed based on the nature of the issue and the available information.

3. Understanding Normal Wear & Damage

Jewelry is made to be worn and enjoyed, and some changes in appearance can naturally happen over time.

For example, regular contact with clothing, everyday surfaces, and personal-care products may gradually affect the appearance of certain finishes.

Sterling silver may naturally tarnish, while plated finishes may show gradual wear with use.

These normal changes are different from manufacturing-related finishing defects.

Similarly, accidental impacts, crushing, improper handling, or damage caused by external forces may affect the condition of your jewelry.

Our workmanship warranty focuses on manufacturing and craftsmanship issues rather than damage caused solely by accidents or ordinary wear.

However, we understand that the cause of a problem isn't always obvious. If you have any concerns, please reach out so we can review the circumstances before determining the appropriate next steps.

4. How We Handle Warranty Issues

If a manufacturing or workmanship issue is confirmed, we'll discuss the available solutions with you.

Depending on the situation, we may offer one of the following options.

Local Repair

For issues that can be safely repaired by a qualified local jeweler, we may recommend a local repair if you're comfortable with that option.

Where a local repair is agreed upon, IMIYOO will cover the reasonable repair cost approved in advance.

Please contact us before arranging a repair so we can review the issue and agree on the appropriate work and cost.

Correction or Remake

If local repair isn't suitable, we may arrange to correct or remake your jewelry at no additional charge for a confirmed manufacturing issue.

We'll explain the proposed solution and any relevant production or shipping arrangements before proceeding.

Return & Refund

In some situations, returning the jewelry for a refund may be the most appropriate solution.

Where a return and refund is agreed upon for a confirmed manufacturing issue, IMIYOO will cover the return shipping cost and provide a full refund after receiving the returned jewelry.

We'll share the return instructions and help coordinate the process.

Our priority is to find a fair and practical solution based on the issue with your jewelry.

5. How to Request Warranty Support

If you notice a possible quality issue, please contact our team as soon as you can.

Email: sales@imiyoo.com

To help us understand the problem, please include:

- Your order number
- A brief description of the issue
- Clear photographs or a short video showing the affected area, if possible

Our team will review the information and may ask for additional details if needed.

If the issue can be assessed from the information provided, we'll explain the available options. In some cases, we may need to inspect the jewelry more closely before confirming the appropriate resolution.

Please contact us before arranging a repair or shipping your jewelry back so we can help coordinate the next steps.

6. Repair & Return Shipping Costs

For a confirmed manufacturing or workmanship issue, IMIYOO will cover the applicable return shipping costs when the jewelry needs to be sent back.

If we agree that a local repair is appropriate, we'll cover the reasonable repair cost agreed upon in advance.

If the cause of a problem is unclear or disputed, we'll review the available evidence and discuss the appropriate arrangements with you, including any shipping costs.

We want the process to be clear and reasonable, and we'll explain the next steps before asking you to proceed.

7. Warranty & Returns

Our workmanship warranty and return policy serve different purposes.

The **90-day workmanship warranty** provides support for qualifying manufacturing and craftsmanship issues.

Our **Returns & Refunds policy** explains order cancellations, refunds, and situations where a return may be arranged.

If your jewelry matches the agreed design but you'd like to change its appearance, size, gemstone, or other details for personal reasons, please contact us. We can discuss whether an alteration is possible and explain any additional costs beforehand.

For complete information about cancellations and returns, please see our Returns & Refunds policy.

8. We're Here to Help

We understand that jewelry can be both a meaningful purchase and something you enjoy wearing regularly.

If you ever have a question about the quality or condition of your IMIYOO jewelry, please don't hesitate to reach out.

We're happy to review your concerns, explain your options, and help you find an appropriate solution.

Email: sales@imiyoo.com

Thank you for choosing IMIYOO Jewelry.

This workmanship warranty does not limit or exclude any rights or remedies you may have under applicable consumer protection laws.