

Yosepha Jewelry Designs Return Policy

We want you to be fully satisfied with your purchase from YosephaDesigns.com. However, if you are not fully satisfied you may return it for a refund or exchange. (Any shipping charges are not refundable.) You must return the merchandise to us within 30 days of receipt, and submit to the following guidelines:

1. You must contact the Sales Supervisor at our toll-free number, 800-436-3236, Monday through Friday 10:00 AM - 6:00 PM EST.
2. The Sales Supervisor will authorize your return and issue a return authorization number. Returns will not be accepted without this number.
3. All items must be returned with the security tag attached, unworn and undamaged in the original boxes and with all original certificates. There can be no scratches or marks on the item and no sign of wear; the product cannot have been altered in any way. Items received without the security tag attached, or that have been worn, damaged or altered will not be refundable.
4. All packages must be sent fully insured for the value of the item(s). IF THE PACKAGE IS LOST AND NOT INSURED, YOU ARE RESPONSIBLE FOR THE FULL COST OF THE ITEMS.
5. Packages must be RECEIVED AT OUR OFFICE within 30 days of your receipt of the merchandise.
6. All packages must be sent to the following address:

Yosepha Designs

25 West 45th Street Suite 1201
New York, NY 10036

7. All ORIGINAL diamond certificates and a copy of the invoice must be included with the package in order for a full refund to be issued. Any package missing the certificate(s) will be charged a \$125.00 per original certificate with no exceptions.
8. **YosephaDesigns.com** is not responsible for any packages it does not receive or returns not submitted in accordance with these guidelines.
9. Refunds will be given within 3 days in the same way as payment was made.
10. Special Orders, such as custom mountings, sizing or jewelry pieces that you request but that are not specifically shown on our website are non refundable items.