

HOUSE OF APRIL

CLIENT POLICIES
& WARRANTY
GUIDE

CARE, CRAFTSMANSHIP, AND LIFELONG SUPPORT

[HOUSEOFAPRIL.CO](https://houseofapril.co)

WARRANTY & CARE POLICY

FINE JEWELRY IS MEANT TO BE WORN AND ENJOYED, BUT IT IS ALSO DELICATE BY NATURE. PRECIOUS METALS ARE MALLEABLE, AND SETTINGS ARE ENGINEERED WITH PRECISION, WHICH MEANS PROPER CARE AND MINDFUL WEAR ARE ESSENTIAL TO PRESERVING THE INTEGRITY OF YOUR RING OVER TIME.

3-YEAR CENTER STONE WARRANTY

YOUR CENTER STONE IS SELECTED AND SET WITH CARE, AND WE DO NOT ANTICIPATE ISSUES UNDER NORMAL CONDITIONS. HOWEVER, HOUSE OF APRIL PROVIDES A 3-YEAR LIMITED WARRANTY COVERING MANUFACTURER-RELATED DEFECTS TO THE CENTER STONE, INCLUDING UNEXPECTED CHIPPING OR CRACKING NOT CAUSED BY EXCESSIVE FORCE.

THIS WARRANTY DOES NOT COVER DAMAGE RESULTING FROM ACCIDENTS, IMPACT, MISUSE, OR EXCESSIVE FORCE, INCLUDING BUT NOT LIMITED TO DROPPING THE RING ONTO A HARD SURFACE, BLUNT IMPACT, BENDING, OR CRUSHING. LOSS OF A CENTER STONE IS NOT COVERED UNDER THIS WARRANTY. WE STRONGLY RECOMMEND SECURING PRIVATE JEWELRY INSURANCE TO PROTECT AGAINST LOSS, THEFT, OR ACCIDENTAL DAMAGE.

ONE-YEAR SETTING WARRANTY

THE RING SETTING IS COVERED BY A ONE-YEAR LIMITED CRAFTSMANSHIP WARRANTY. THIS INCLUDES MINOR REPAIRS RELATED TO NORMAL WEAR, SUCH AS A PRONG LIFTING OR A SMALL ACCENT STONE BECOMING LOOSE OR LOST, PROVIDED THE RING HAS BEEN WORN UNDER REASONABLE CONDITIONS AND PROPERLY MAINTAINED.

THIS WARRANTY DOES NOT COVER:

- DAMAGE CAUSED BY IMPACT, FORCE, OR IMPROPER WEAR (INCLUDING WORKOUTS, MANUAL LABOR, REPEATED FRICTION FROM GLOVES, OR OTHER HIGH-PRESSURE ACTIVITIES)
- STRUCTURAL DAMAGE REQUIRING A FULL REMAKE
- EXCESSIVE BENDING, TWISTING, OR DISTORTION OF THE BAND
- REPAIRS NEEDED DUE TO LACK OF REGULAR MAINTENANCE

FINE JEWELRY SHOULD BE INSPECTED PERIODICALLY TO ENSURE PRONGS AND STONES REMAIN SECURE. IDENTIFYING A NEEDED REPAIR AND CONTINUING TO WEAR THE RING WITHOUT ADDRESSING IT MAY VOID COVERAGE.

WARRANTY LIMITATIONS & VOIDING CONDITIONS

THE WARRANTY WILL BE VOID UNDER THE FOLLOWING CIRCUMSTANCES:

- ANY WORK PERFORMED BY A THIRD-PARTY JEWELER, INCLUDING RESIZING, RESETTING, RESHAPING, OR ALTERATIONS
- RESIZING BEYOND ONE FULL SIZE UP OR DOWN
- SETTINGS UNDER 2MM IN WIDTH OR DESIGNS THAT GO AGAINST OUR STRUCTURAL RECOMMENDATIONS
- RINGS THAT HAVE BEEN RESIZED AND CONTAIN STONES WITHIN THE BAND
- REFUSAL TO RETURN THE RING TO HOUSE OF APRIL FOR ASSESSMENT
- SETTINGS PURCHASED WITHOUT A CENTER STONE (SETTING-ONLY PURCHASES)

SHIPPING FOR WARRANTY REPAIRS

CLIENTS ARE RESPONSIBLE FOR ALL SHIPPING COSTS ASSOCIATED WITH WARRANTY REPAIRS, INCLUDING INSURANCE AND ANY APPLICABLE TAXES OR TARIFFS. HOUSE OF APRIL WILL COVER THE COST OF RETURN SHIPMENT ONCE REPAIRS ARE COMPLETED.

INSURANCE RECOMMENDATION

WE STRONGLY RECOMMEND SECURING PRIVATE JEWELRY INSURANCE THROUGH A HOMEOWNERS, RENTERS, OR STANDALONE JEWELRY INSURANCE PROVIDER. INSURANCE OFFERS COMPREHENSIVE PROTECTION AGAINST LOSS, THEFT, AND ACCIDENTAL DAMAGE BEYOND THE SCOPE OF CRAFTSMANSHIP WARRANTIES. MOST INSURANCE PROVIDERS WILL REQUIRE CERTIFIED APPRAISAL.



HOUSE OF APRIL

LUXURY JEWELRY REIMAGINED