

# Shipping Instructions

## **RETURN shipping Instructions:**

You are about to print an insured U.S. Domestic Federal Express Label for submitting your item directly back to our manufacturing offices. **(For international shipping, please contact [Customer Service](#) at 301-631-1414.)**

1. Print the FedEx Return Label and place it inside a clear packaging envelope and affix to the outside of the medium box.
2. Place your item(s) in the small jewelry box and place it inside a small FedEx box and then insert that box into the medium FedEx box. It is important that your item(s) are double-boxed for insurance purposes.
3. Take your package to a staffed FedEx location. DROP BOXES ARE NOT ACCEPTABLE.  
[Search FedEx locations near you](#)

**NOTE: Since your item is being sent for Return/Refund Services, please be sure to include all of the original documentation (*diamond lab report*). The large presentation box is our gift to you.**

**Where I can get a box?** New and unused Federal Express Boxes are available at no charge at FedEx locations. Rest assured that the label is already insured under our high-value account.

**What next?** Once the package is received, it will be checked into our system, inspected and approved for return. Once approved, a refund will be issued via the original payment method. The entire process may take up to two weeks to be completed after we receive the item(s). If you have any questions about this process, please contact Customer Service at 1-877-826-9866.