

Diamonds Program FAQ

Do you have gemologists on staff?

All members of our team have more than two decades of experience and training in the field of diamonds and jewelry. Each member is required to receive certification in Diamonds and Diamond Grading through the Gemological Institute of America (GIA).

Do you offer a warranty program for jewelry sold on your site?

We believe that you should never have to worry about your jewelry. With the ARIIX Diamonds Extended Warranty, you can make sure your jewelry stays as strong, secure and beautiful as the day you opened the box. With one payment, you will receive coverage for your jewelry for its lifetime, so you can feel confident wearing it. Please follow this [link](#) to read more.

Upon checkout, you will be given the option to add the ARIIX Diamonds Extended Warranty to your cart. The ARIIX Diamonds Extended Warranty program is only offered at the time of purchase and is only available for purchases of \$500 or more. Below is a chart that shows the breakdown in pricing:

If Your Jewelry Costs:	Extended Warranty Price:
\$500–\$750	\$124
\$751–\$1,000	\$144
\$1,001–\$1,500	\$169
\$1,501–\$2,000	\$189
\$2,001–\$2,500	\$219
\$2,501–\$3,000	\$249
\$3,001–\$3,500	\$279
\$3,501–\$5,000	\$299
\$5,001–\$7,000	\$349
\$7,000+	\$419

Do you provide insurance appraisals?

Yes. Each finished piece of jewelry purchased at \$1,000 or more will be accompanied by a full insurance appraisal.

Do you insure jewelry?

We do not insure jewelry, but we provide you with the documentation to do so. We have partnered with Jewelers Mutual Insurance Company to provide you with the option of insuring your jewelry. Their comprehensive coverage will give you the peace of mind that your jewelry will be protected in case of an incident.

Another option is to schedule your jewelry under an existing homeowner's or renter's insurance policy. If you choose this alternative, contact your insurance agent for help.

Can I custom design a piece of jewelry?

Yes. We are more than happy to custom design any piece of jewelry. Please follow the link to our [Custom Designs](#) page to fill out a request.

Can I make modifications to a piece of jewelry that is already listed on the site?

Yes. We can customize any piece of jewelry listed on our site. Please refer to the [Custom Designs](#) page to fill out an inquiry.

How do I find my ring size?

There are a few different ways to find your ring size:

- 01 *Request a sizing kit.*
- 02 *Find your ring size online using this tool.*
- 03 *Many jewelry stores also offer free ring sizing in-store.*

What if I don't order the correct ring size?

Rings may be resized or exchanged one time after purchase at no charge. The ring needs to be mailed in within one month of receiving it, in order for service to be rendered at no charge. Any resizing after the first month will incur a charge. Return shipping fees are supplied by the program but paid for by the purchaser.

What are the “Four Cs”?

The Four Cs are Carat (weight), Color, Clarity and Cut. These are the industry grade standards created by the GIA. Every diamond is specifically graded on these criteria.

What is “Cut”?

A diamond’s cut determines how effectively it returns light to the viewer’s eye. A well-cut diamond appears brilliant and fiery, while poorly cut diamonds look dark and lifeless, regardless of their clarity and color.

An “Ideal” cut diamond, graded as an Excellent Cut by the GIA, is proportioned to maximize light refraction, fire and brilliance.

What quality of diamonds are used in your jewelry?

Smaller diamonds (often called melee diamonds) are generally available in a variety of qualities.

Low-quality goods are labeled as “Commercial” and consist of I/J/K color and I1 to I3 clarity, which can be found in many retail stores.

“Promotional” quality melee is one step better in both color and clarity.

The highest quality of melee diamonds is referred to as “Premium.” These diamonds are superior not only in color and clarity, but are also precision-cut to maximize fire and brilliance. This is the quality of melee diamonds that we use in all of our jewelry.

Will I be charged tax on my order?

Sales tax and other applicable taxes will be shown during checkout. Taxes are subject to current rates in each participating country.

Do you offer financing?

At this time financing is not offered.

What is your return policy?

ARIIX Diamonds offers 30-day returns on all purchases over \$300. Return shipping labels are provided by ARIIX Diamonds but paid for by the purchaser. Each return is subject to a 5–25% restocking fee that is determined at the point of return by the ARIIX Diamonds quality assurance team.

How do I make a return?

Request a Return Shipping Label and obtain the Return Shipping Authorization Code. Along with the Return Shipping Label, you will receive instructions on which carrier and specific carrier shipping box to use. When packing your order, include all original packaging and accompanying materials that were found inside the original box.

How long after my purchase will my order be shipped?

Each piece of jewelry is carefully handcrafted by experienced artisans and inspected by our quality assurance team before shipping. While some orders may be ready to ship the day after purchase, other orders may take up to three weeks. The production time for most high-value items averages around two to three weeks.

Is shipping jewelry safe?

Yes. Our jewelry is fully insured during transit. Signature is also required upon delivery.

How much does shipping cost?

Shipping charges vary and will be applied during checkout.