

We strive to provide our customers with the best possible service. Should you require special arrangements, please do not hesitate to ask at this time and we will do our best to accommodate your needs.

Refund or Exchange Policy: Ten day refund or exchange policy on new merchandise only with a sales slip and a charge of 15% restocking fee. After ten days of purchase, upgrade of 25% or more on diamond sales. No refunds on sale or discounted items, Financing or altered merchandise at customers request (i.e. sizing, shortening, adjusting).

Warranty: Aaron Lelah Jewelers limited warranty covers cleaning and inspection of all your stones and fine jewelry, tightening, sizing, re-pronging, tap-soldering, refinishing, free of charge. It is recommended this be done every two months. All Aaron Lelah watches come with a 3 year limited warranty (see warranty booklet for details) and a lifetime battery replacement. Limited warranty does not cover loss, theft, customers negligence or any accidental damages incurred after merchandise is received by the customer. Appraisals will be given on request for personal insurance purposes with purchase.

Special Orders: Special Order item(s) are not refundable or exchangeable. A minimum payment of 50% is required at time of order. Special Orders are defined as: 1) Any non-inventory purchase. 2) Any stock item(s) custom made or altered at customers request (i.e. sizing).

Layaway : A Layaway deposit to start, monthly payments are required, a maximum of six months (without written notice) from time of first down payment. If monthly payments have not been made, then the item(s) will be returned to stock. Canceled or forfeited, Layaway deposit will not be refunded. Customer may exchange item or receive in-store credit, after that time.

Ear piercing: Authorization you certify that you understand the aftercare instructions and the possibility risk of infection if they are not followed. Understanding these risks, you consent to have your ear(s) pierced by Aaron Lelah Jewelers. You assume all responsibility for injury or loss, of any kind, that may be associated with this ear piercing procedure.

Metals: Titanium, stainless steel, tungsten and any other precious metals can be harmful to wear. Wear Jewelry at customers risk. Refinishing cannot be done on some of these type of metals.

Repairs: The description and value of articles are correct to the best of ours or customers knowledge. In accepting said articles it is understood that this store or any of its employees are not responsible for identification or condition of watches, stones or jewelry at time of receipt. When no value is listed it will be assumed that the value is less than one hundred dollars. Extra Insurance coverage may be purchased. Any proof of appraised item(s) in for repair is the responsibility of the customer to provide, if needed. New watch batteries have a ninety day limited warranty. No guarantee on water resistance. Water resistant watches are sealed at the factory. Water resistance is not guaranteed after the installation of a battery. Installation of a battery may not make your watch run again. Damage or loss to any jewelry will be limited to the actual cost to repair or replace the item and not to exceed the value stated. All unique, custom, foreign, or other articles that Aaron Lelah Jewelers claims high risk will be serviced at customer's risk only. Aaron Lelah Jewelers, at its sole discretion, reserves the right to designate some repairs as non-warrantable, the right to determine if a problem is covered by warranty, and to choose the course of corrective action. Limited warranty covers defects of repaired part only, it does not cover loss, theft, customers negligence or any accidental damages incurred after the customer leaves the store including mailing. I have read, understand and agree to these terms and conditions. All purchases and repairs are complete and has customer's satisfaction upon pick-up.