



Customer Care & Social Media Questions and Responses

- **Will you be closing stores for any period of time to protect employees and customers from the spread of the coronavirus?**
 - The safety of our employees and customers will continue to be the primary driver in our opening and closing practices. We will follow the guidance of state and local authorities and temporarily close stores based on their direction. Additionally, store specific circumstances may require us to temporarily close individual locations. Our intention is to reopen those stores as soon as possible. Some operating hours have been adjusted, so we recommend contacting your local store prior to visiting to confirm their hours.

- **Is there any way to check and see when I'm due to have my ring checked for warranty purposes?**
 - We appreciate that you are concerned with maintaining your lifetime warranty. While your jewelry is expected to be cleaned and inspected every six months, your warranty will not void, but be reinstated upon the successful passing of your next inspection. Any inspections that were due in March will not be required to be completed during this time period if our customers feel uncomfortable coming to the store. We will continue to take good care of you and your jewelry needs when you are able to comfortably return for your inspection, as the safety of our team members and customers is our primary concern. We will happily inspect and honor your warranty at that time. If you could like to confirm your next inspection date, please contact your local store or Customer Care at 1-800-527-8029.

- **Will you be extending any of your sales?**
 - Providing our customers with the best value in selecting the perfect gift is very important to us. We will continue to offer exceptional pricing, both in store and online, to make certain our customers always receive the best value. For the most up to date offers please refer to our website or contact your local store. All offers are available in store and online to allow you to shop in whatever way makes you the most comfortable. Our store team members are always available to assist you with any questions you may have.

- **How long will stores potentially be closed?**
 - The safety of our employees and customers will continue to be the primary driver in our opening and closing practices. We will follow the guidance of state and local authorities and temporarily close stores based on their direction. Our intention is to reopen our stores once there is no concern for the safety of our team members and customers. We recommend contacting your local store to confirm they have reopened prior to visiting.



- **Customer is upset because their ring is being repaired/special ordered and is having a delayed turnaround.**
 - We apologize for the delay and understand how you feel. Each piece of jewelry is important as well as the sentiment that surrounds your jewelry. We are urgently working with our suppliers on updates to be proactive on existing orders. We will continue to notify customers of any potential delays as soon as information is available. Please feel free to contact your local store or Customer Care at 1-800-527-8029 if you have any further questions.

- **Am I still required to come in for my 6-month cleaning and inspection?**
 - While the best guidance for jewelry cleaning and inspections is every six-months as stated in our lifetime guarantee, your safety, as well as that of our team members is our primary concern. You can visit any of our stores for an inspection at any time if you would like. Please know that with the current environment, any inspections that are currently due will not be required to be completed at this time if our customers feel uncomfortable coming to the store. Your warranty will not void and we will continue to take good care of you and your jewelry needs when you are comfortable to return for your inspection. We will happily inspect and honor your warranty at that time.

- **Customer states the borders are closed and they cannot get to the store. What are their options?**
 - We understand that border closures are not within our customer's control, and your safety is our primary concern. For any type of in-store service or warranty need you may have, we will be happy to assist you when you are able to visit one of our store locations. Any repair or special-order pick-ups will be securely held in the store and any warranty inspections can be completed when you are able to return to the store. All warranties will be honored as we know these circumstances are not within your control. Your warranty will not void and we will continue to take good care of you and your jewelry needs when you are comfortable to return for your inspection. We will happily inspect and honor your warranty at that time.

- **My Rewards certificates will be expiring soon. If the store is closed and does not reopen prior to the expiration, will they be accepted?**
 - If the banner decision is to extend the expiration date use this response: We value you as a loyal customer and understand you may not be comfortable visiting one of our stores, or your preferred location is temporarily closed. We will be extending the expiration date of your Reward certificates through (insert date) so you can enjoy your additional savings.

 - If the banner decision is to not extend the expiration date use this response: We value you as a loyal customer and understand that you may not be able to visit one of our stores before your Reward certificates expire. We apologize, but at this time we will not be able to extend the expiration dates of your Reward certificates. While the Reward certificates may have expired, we will gladly review our current promotions with you at the time of visit and make any necessary adjustments to make certain you receive additional savings on your purchase.



- **My local store is closed, and I'd like to pick up my repair, or I'm not comfortable going to the store to pick up my repair. Will you ship it to my home?**
 - We apologize that you are not able to pick up your jewelry that was being serviced and understand how concerning that can be. The safety of our team members and guests has made it necessary to temporarily close, and we will be unable to return your repair until it is safe to reopen the store. We sincerely apologize for any inconvenience this has caused and will continue to keep your jewelry safe and secure until you are able to safely pick it up. Our intention is to reopen the store once there is no concern for the safety of our team members and customers. We recommend contacting the store to confirm they have reopened prior to visiting.