

TUNGSTEN HEAVEN

THANK YOU FOR CHOOSING TUNGSTEN HEAVEN!

We here at Tungsten Heaven ensure that our Tungsten rings and wedding bands satisfy our customers according to their needs and wants. [*Only Tungsten Rings or Wedding Bands are covered under this warranty. Any other rings or jewelry are not guaranteed under this warranty because of the virtually indestructible nature of Tungsten] If for any event you will need to make a replacement under our Lifetime Replacement Policy, please follow our simple instructions below in order to receive your replacement ring:

Lifetime Replacement Policy Instructions

Please attach a copy of your invoice that came with your tungsten ring purchase and indicate instructions for your desired ring size

Also, please pay the appropriate deductible price listed below through paypal to support@tungstenheaven.com OR if you would like, please contact us and we will send you an invoice for the appropriate deductible amount.

USA Customers: The deductible for solid style/Carbon Fiber/Ceramic Inlay tungsten rings is \$35; all precious metal inlay rings/single diamond cubic zirconia tungsten rings is \$50, multi-stone diamond inlay tungsten rings is \$80. These prices include shipping and handling as well.

International Customers: Please add \$20 to the respective prices above for shipping and handling.

Please send the ring(s) to:

6001 West Olympiad Lane
Herriman, Utah 84096

Packaging Instructions: In order to ensure proper care and delivery of the tungsten ring(s), please follow these instructions:

Please use a NEW shipping box or for convenience, use a USPS Priority mail shipping box which is always free at the post office.

You also have the option to buy insurance and request a return receipt. Tungsten Heaven is not responsible for rings that are lost, damaged, delayed, or stolen during transit.

As soon as we receive the package, we will carefully inspect the item to verify the condition, and to ensure that the ring was legitimately purchased from Tungsten Heaven. Replacements will be processed and issued within 2 days of the receipt of your package. Rings with precious metal inlays and/or diamonds may take 1-2 weeks. We will contact you for any issues.