

THE DIAMOND CHANNELS LIFETIME WARRANTY

1. The lifetime warranty provided by the Diamond Channel is in respect of all jewellery designed and manufactured by the Diamond Channel. In this regard the original purchase invoice is required when submitting a claim under the lifetime warranty.
2. The lifetime warranty provided by the Diamond Channel is only in respect of any **MANUFACTURING DEFECTS AND WORKMANSHIP** of the jewellery item.
3. The lifetime warranty provided by the Diamond Channel **does not** cover the wear and tear of the use of the jewellery item by the customer and any damage resulting from the continued use of the jewellery item. The customer must insure item against loss and theft. Should an item manufactured by the Diamond Channel be misplaced or stolen, the customer should bring police report as well as the purchase documentation and purchase another set of jewellery from the Diamond Channel at a discount.
4. Should a customer submit a claim in respect of the jewellery item under the Diamond Channels Lifetime Warranty, the jewellery item shall be sent to an independent gemmologist, to examine the jewellery item. On receipt of the independent gemmologists report, the Diamond Channel shall forward such report to the customer.
5. Should the independent gemmologists report determine that there is a manufacturing default in the jewellery item, the Diamond Channel shall replace the jewellery item with a new manufactured item of jewellery within 20 business days and return the item to the customer.
6. Should the independent gemmologist report provide that the claim under the jewellery item is due to the customer's negligence or due to the wear and tear of the jewellery item as per the ordinary course of use, the Diamond Channel

shall return the item of jewellery to the customer with an option of a repair quotation of the item. The Diamond Channel reserves the right to void the warranty on any item that shows signs of modification, abuse or damage beyond “normal wear”, as deemed by the independent gemmologist.

7. The Diamond Channel shall have the sole election of choice in respect of the independent gemmologist used.
8. As per standard terms and conditions of the Diamond Channel read together with the Consumer Protection Act, should the jewellery item have been partially or entirely disassembled, physically altered or repaired by another jeweller such lifetime warranty is automatically voided.
9. The Diamond Channel lifetime warranty is not transferrable to third parties and is only valid in respect of the customer who initially purchased the jewellery item.