



Frequently Asked Questions

Here are some frequently asked questions gathered from our customers. If you have more questions, please feel free to email us at: sales@gemzngold.com or gemzngold@gmail.com or go to our [Contact Form](#).

1. **How much does your shipping cost? And how long does it take?**

Domestic orders or orders within the United States costs \$3.95 for the first item and \$1.00 for each additional item.

International orders or orders outside of United States costs \$15.00 for the first item and \$2.00 for each additional item.

This is for United States Postal Service. For more info on other shipping courier, go to our [Shipping Policy](#).

2. **Do you offer combined shipping?**

Yes we offer combined shipping.

3. **Are your products insured?**

Yes all of our products are insured at no extra cost.

4. **How do I track my order?**

After your order has been shipped, we will be sending you an email confirmation along with the shipment tracking of your package. You can then use the tracking info and go to [Fedex](#) or [USPS](#)

You can also call us at: (213) 624-8812 or email us at: sales@gemzngold.com or gemzngold@gmail.com and we would be happy to assist you.

5. **Do you do sizing for rings? If so, how much would it cost?**

Yes we do sizing for rings and this option is available through our website when you purchase a ring. The cost of sizing depends on the size that you want.

6. **Do you offer different metal colors?**

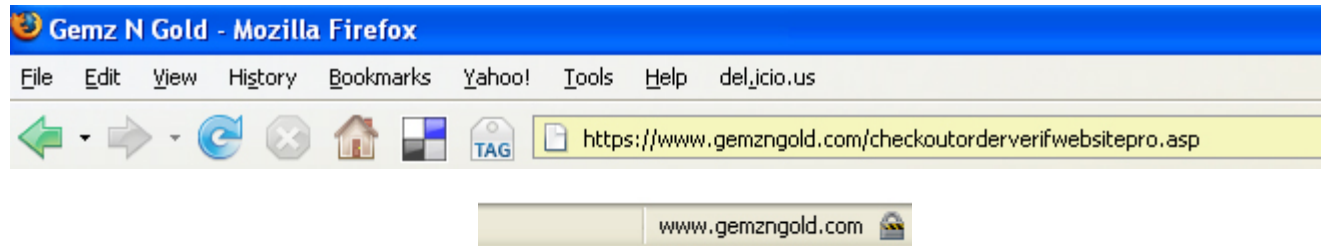
Yes we offer white gold and yellow gold.

7. **What methods of payment do you accept?**

Customers can pay using PayPal, Money orders or Credit Cards (American Express, Discover, MasterCard and Visa).

8. **Is it safe to use my Credit Card?**

All information passed are encrypted using SSL (Secure Socket Layer) Technology. Apart from that, the address bar on top of your browser should start in "https://..." Also, when you've set your browser to a secure mode, you should see a small lock icon at the bottom of your browser.



9. What is your Return Policy?

We offer 30 days money back guaranteed if the customer is in any case not satisfied with the item/s purchased. Please read our [Return Policy](#) for more info.

10. What are Lot Buyers?

Lot buyers are buyers who purchase by bulk and are usually wholesalers, retailers, online retailers, etc. We require your first purchase to be at least \$300. To create a lot buyer account, go to our [Lot Buyer Account Form](#).

11. Why buy from Gemz N Gold?

- * 30 Days Money Back Guarantee!
- * Lifetime Quality Guarantee!
- * Exceptional customer service
- * All our jewelry is designed and manufactured in the U.S.A.
- * All items ready to ship in 24hrs
- * No sales tax charged for orders outside of California
- * Inexpensive insured shipping rates
- * Additional discounts available

12. Do you ship to other countries?

We are exporting our products worldwide.