



Terms and Policies

Life Time Guarantee

At Galaxy Gold Products, Inc. all of our jewelry is backed by an unparalleled **100% Lifetime Guarantee**. This guarantee is the foundation for a long lasting relationship with you, our customer.

The exceptional quality and craftsmanship of our jewelry ensures that each piece stays as beautiful in the future as it is on the day you receive it. If you have any problem with your jewelry, we will offer you a replacement (if available), or, in some cases, repair the item. Contact us at sales@gemzngold.com or call us toll free at: 1-877-624-8812 and we would be happy to assist you.

If for any reason you decide not to keep the jewelry you have ordered, you may return it within 30 days of receipt of purchase for a refund.

Privacy

At Galaxy Gold Products, Inc. we are committed to protecting your privacy and to making your shopping experience an enjoyable one.

It is our policy and merchant guarantee that any information submitted to us from our customers is privately held by us, and is not and will not be shared or resold to any other party without our customer's personal consent.

INFORMATION COLLECTION AND USE

1. When you register to place an order, the following information are collected:

- Full Name
- Mailing address
- Shipping address
- Telephone number
- E-mail address
- Credit Card Information

If you choose to make a purchase with us, we will keep this information stored on a secure server and will in no way be made available or sold to any third party without your personal consent or written authorization.

2. Our site is an open site and does not require you to submit any personal information to browse our on-line storefront.

3. **Cookies** - a cookie is a small file that our web server will store on your computer to give you an individual ID and save certain information about previous visits.

The use of cookies may also allow us to customize your shopping experience in the future by enabling us to track how our customers use our site, as well as track the success of various marketing efforts. This in turn helps us focus our resources on the features that are most popular with our users.

However, we will use information gathered with cookies ONLY at the aggregate level - not at the individual level and as such is not personally identifiable. Most current browsers will allow you to delete any cookies they have accumulated during your Internet excursions. Many will allow you to refuse cookies in the future, or warn you before accepting a cookie. For further information, please refer to the documentation and help system provided with your browser software. Please note that if you set your browser to refuse cookies, some parts of our site may not work properly.

4. We collect the following information from visitors to our site

- The domain name or URL of visitors to our site.
- Information on what pages visitors access.
- Information volunteered by visitors during making a purchase, registration and/or email communication.

INFORMATION DISCLOSURE AND SHARING

- Galaxy Gold Products, Inc **does not and will not sell or rent your personal information** to any outside parties. Any relevant information submitted by you will be privately held by Galaxy Gold Products, Inc alone.
- At times, we may contract with third parties to assist us in managing and maintaining our customer information. However, rest assured that at no time will we authorize those parties to use your information for any other purpose. At no time will we disseminate personally identifiable information to third parties for any reason. If this policy changes, we will contact you. At that time, you will have the opportunity to remove your information from our database.
- The only circumstances in which we would submit a customers personal information to an outside party is (1) If we are required to respond to a subpoena, court order or legal process which requires your specific information. (2) If your actions have violated Gemzngold.com Terms of Service.
- Except as described above, we will not share, rent or sell any information with any other party for any reason.

If your information is to be released you will be advised in advance to allow for your personal consent.

OTHER COMMUNICATIONS YOU MAY RECEIVE

Galaxy Gold Products, Inc Jewelry may make other promotional information available to you through e-mail, mail and special offers.

However, if you do not want to receive e-mail communications or other promotional communications, you are most free to opt out of our mailing list at any time you so desire.

Shipping

Galaxy Gold Products, Inc is proud to offer affordable, flat-rate shipping options for all orders being delivered around the world.

Destination	Mailing Services	Shipping Charges
United States	USPS First Class Mail (4-7 days)	\$3.95 for the first item \$1.00 for each additional items
	Fedex Overnight	\$38.00 for the first item \$1.00 for each additional items
	Fedex 2 Days	\$18.50 for the first item \$1.00 for each additional items
	Fedex 3 days	\$17.00 for the first item \$1.00 for each additional items
International	USPS International Flat Rate (14-21 days)	\$15.00 for the first item \$2.00 for each additional items
	Fedex International Economy (2 days)	\$65.00 for the first item \$2.00 for each additional items
	Fedex International Priority (1 day)	\$79.00 for the first item \$1.00 for each additional items

Order Processing Time

- **Non-engraved Orders** take 1 business day to process before being picked up for shipment. Please make allowances for this processing time when estimating your delivery date.
- **Non-engraved UPS Next Day Air Saver Orders** received before 3pm (PST) will be shipped on the same business day it is received. If your order is received after 3pm (PST) your order will only ship out the following business day.
- **Engraved and Personalized Orders** take 2-3 days to process before being picked up for shipment. Please make allowances for this processing time when estimating your delivery date.

Shipment Tracking

Once your order has been picked up by Fedex or USPS for shipment you will receive an automated email notification confirming shipment along with your tracking number.

This tracking number will allow you to follow the progress of your order in transit until it reaches you or your recipient.

Instructions to track your order :

- **Track Online:** Use the link on your email shipment confirmation, which will take you directly to our website. There you can review your order details and track the status of your shipment instantly via Fedex or USPS.
 - **Track by Phone:** If you would prefer, please feel free to contact customer service at 1-877-624-8812 (Mon - Fri, 9am - 6pm PST) to assist you in tracking your order.
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Payment Policy

For our International customers paying via credit card whose address is not confirmed. Please be advised to confirm your address to Paypal before purchasing your order. This is to protect the Seller from malicious frauds and chargebacks.

Also for payment under Money Order and Checks, please allow enough time for your payment to be received.

Returns and Exchanges

Galaxy Gold Products, Inc Jewelry proudly stands behind the quality of the jewelry that we sell. If you're not completely satisfied with your jewelry purchase - **for any reason** - return it in its original, unused condition **within 30-days of receipt** for a full refund of the purchase price less the cost of shipping & handling or replace it - no questions asked.

Please note: Engraved or personalized jewelry **CANNOT** be returned and are not covered by the above money back policy **BUT** if an item is incorrectly engraved or if the item is structurally damaged, we will replace it immediately at no extra cost to you.

- 30 day money back satisfaction guarantee on all jewelries except for jewelry that has been engraved or personalized.
- Full refund of purchase price on all returned items less the cost of shipping & handling*.
- Refunds will be processed within 1-2 billing cycles of receipt of return with email notification of refund.

For more information please contact customer service at sales@gemzngold.com or call us toll free **1-877-624-8812**(Mon - Fri, 9am - 6pm PST)

(* Refunds will only be issued against items that are returned in undamaged and in their original condition Please review our terms for issue of refunds.)

How to Return an Item

- 1. Complete the Return Form** - The return form can be downloaded through the Downloads Section.
- 2. Pack Your Return** - Wrap your item carefully in a box and enclose the return form and invoice with your return.

- 3. Ship Your Return** - Ship your return using a traceable preferably insured method of shipment (e.g.: USPS Priority Post, UPS, FedEx). That way you are protected against any loss during shipment.

Ship Returned Items to:

Galaxy Gold Products, Inc
728 South Hill Street, Suite 1400
Los Angeles, CA 90014

- 4. Check Your Email** - We will send you an email to notify you that we have received and processed your return, and that the proper credit or debit card account has been credited. You should expect the credit in your account **10-14** business days after we have received your return. Returns against items paid for by check or money order will be refunded by check.

How to Make an Exchange

Galaxy Gold Products, Inc is happy to exchange your merchandise for another size or even another item (of the same value) if you are not totally satisfied with your purchase and ship it to you for **FREE** of charge

To make an exchange please follow the listed steps:

- 1. Email Us** - Email customer service at sales@gemzngold.com or call us toll free at **1-877-624-8812** and inform us of your intent to make an exchange.
- 2. Complete Returns & Exchange Form** - Complete the Returns & Exchange Form and enclose with your exchange.
- 3. Ship Your Exchange** - Ship your exchange using a traceable method of shipment (e.g.: USPS Priority Post, FedEx). We recommend that the package is insured, that way you are protected against any loss during shipment.

Ship Exchange To:

Galaxy Gold Products, Inc
728 South Hill Street, Suite 1400
Los Angeles, CA 90014

- 4. Check Your Email** - We will send you an email to notify you that we have received and processed your exchange. Your exchange will be processed in 2 business days of its receipt and shipped back to you for FREE.