***North Haven's Jewelry Warranty***

At North Haven we offer our customers the finest quality jewelry possible and guarantee our jewelry to be free from manufacturer defect for a period of one year from the date of purchase.

In the event that a piece of jewelry you have purchased needs repair, North Haven offers a limited one year warranty. This warranty applies to manufacturer defects only. Any items that are broken or damaged  that are within the one year purchase date will be evaluated on a case-by-case basis. If your item meets warranty criteria, North Haven will offer an exchange or credit or will contact the manufacturer in order to perform repairs.

Items that are ***not covered*** under this warranty:

* Products purchased over 1 year from date of purchase
* Excessive wear or misuse/abuse
* Alteration
* Broken chains (chains are NOT guaranteed at any time and are not included in our warranty- If you would like to purchase an item without a chain North Haven will gladly remove the chain and deduct $10.00 from your original purchase price)

Items returned for an evaluation will be processed in the order they are received. Evaluations can take 1 to 3 weeks. If a warranty return is accepted, you will be contacted and given an update on the status of your return. If your item is not covered under our limited warranty you may be able to obtain repairs for a fee and will be given an estimate of repair costs upon the return of the evaluation of your item.

Please send your broken item with your original receipt showing the date of purchase, along with complete address, contact information and brief description of the problem to:

North Haven Gifts

35409 S Fairbank Point Road

Drummond Island, MI 49726

ATTN: Warranty Returns

***NOTE: No returns will be granted without a valid receipt showing your purchase amount and date. No returns will be accepted after the period of one year from the date of your purchase unless you have paid for an Extended Warranty as outlined below. This will be clearly noted on your receipt.***

***Extended Warranty: 3 Year Limited Warranty***

At the time of purchase you will be offered a chance to obtain an Extended Warranty. Upon the purchase of an extended warranty all the provisions of our normal warranty will be extended for your jewelry to a term of 3 years from the date of purchase. The Extended Warranty will be clearly marked on your North Haven receipt. Each piece of jewelry purchased must obtain a separate extended warranty policy in order to be covered for the extended period.

Cost for Purchasing Extended Warranty: under 150.00 ........ $12.95151.00 - 300.00 ........ $21.95 301.00 - 450.00 ........ $33.95 451.00 and up ........ $42.95 Please note: This is per piece, not items combined value.

If you were not asked about extending your warranty at the time of checkout, you still have an opportunity to purchase the extension up to 90 days afterward...Just call 906-493-5567 and explain that you would like to purchase the Extended Warranty and we will be happy to help you do that. This receipt must be shown any time you are returning your items for evaluation or repair.