

Lifetime Luxury Guarantee

Exchange and Replacement Policy

AZULI SKYE takes great pride in the beauty and quality present in all of our designs. We use only the finest Sterling Silver, 14k Gold Filled, genuine Swarovski crystal, semi-precious stones and handmade glass from around the world. Occasionally, however, in spite of our best efforts, a defect may occur. Because customer satisfaction is our number one priority, we offer the following Lifetime Luxury Guarantee.

Please be advised that ALL returns and exchanges must be handled through the Company, not the Consultant. The original sales receipt and a completed Return & Exchange Form must accompany every shipment. Items received without the proper paperwork cannot be processed. Exchange Policy

If you would like to exchange your AZULI SKYE purchase for an item of equal or greater value for any reason, you may do so within thirty (30) days of purchase. Any item being exchanged must be in new and unworn condition and must be accompanied by the original sales receipt. If an item is returned in exchange for an item(s) of greater value, the retail difference and applicable sales tax are required. In the event the item is no longer available, the customer may choose an item of equal or greater value. If of greater value, then the price differential shall be charged to the customer, and appropriate sales tax will be added. Shipping costs incurred to send the item to AZULI SKYE are not refundable.

Custom items cannot be exchanged as they are made specifically for the customer. Replacement Policy

AZULI SKYE warrants our jewelry to be free of manufacturer's defects. Items with manufacturing defects returned within thirty (30) days of purchase will be replaced with the identical item at no charge. A \$10.00 processing fee applies to all returns once the initial 30-day guarantee expires. All returns must be accompanied by the original sales receipt and are subject to inspection by our qualified silversmiths. If a returned item is found not to be defective, it will be returned with a letter of explanation. Shipping costs incurred to send the item to AZULI SKYE are not refundable.

The Lifetime Replacement Guarantee does NOT cover normal wear and tear or items that are lost. Discoloration due to exposure to swimming pools, hot tubs or bathing is not covered under our Replacement Policy.
How to Submit an Exchange or Replacement Request

All Exchanges and Replacements are handled directly through AZULI SKYE Headquarters, NOT your independent AZULI SKYE Consultant.

When sending in a product for exchange or replacement, you must include the original sales receipt as well as a completed Return & Exchange Form. This form may be downloaded from our website here. Please include any monies owed along with this shipment.

Please send your items insured and make sure your shipment is traceable. AZULI SKYE is not responsible for non-traceable items that do not arrive in our office. We cannot be responsible for items that arrive damaged. Please allow 3 to 4 weeks to process your return.

All jewelry items and forms are to be sent to

AZULI SKYE, LLC
Quality Department
1775 W. Williams Street, #141
Apex, NC 27523

Please note that slight irregularities and variations in silversmith work, leather and natural stones are characteristic of the uniqueness and individual hand-craftsmanship of the product and should not be considered as defective.