



SARAH CHLOE WARRANTY INFORMATION

How long is the warranty for the Sarah Chloe product line?

18 months is the length of coverage from the shipping date.

What is covered under the warranty?

- 18 Month Limited Warranty
 - Clean & polish
 - Replace broken or chipped simulated birthstones
 - Replace broken or chipped diamonds with a stone replacement charge
 - Peeling or damaged gold plating
 - Repair on excessive scratching or damage* to the charms

- Standard Protection Plan
 - Length of the program is 18 months from ship date
 - Reduced jewelry replacement charges
 - 1 covered claim included with your purchase
 - Simulated birthstones are covered
 - Diamonds – with a replacement charge

Do the Sarah Chloe products have the option of the Extended Jewelry Protection Plan?

No, the Extended Protection Plan is not available for the Sarah Chloe product line as the warranty only goes for 18 months.

**Please note that normal wear and tear (including tarnishing and light scratching) on the charms is normal with everyday wear and does not constitute excessive damage. Please consult our Care instructions on the 2nd page below for proper care and cleaning on your jewelry.*

PROPER CARE FOR SARAH CHLOE JEWELRY:

Preventative Care:

As with all Sterling Silver, Gold Plating and Fine Jewelry, proper care is essential. Here is how to care for your jewelry:

1. When you are not wearing your jewelry, we recommend storing it in a sealed bag. A ziplock bag is fine.
2. Do not wear your jewelry while showering, swimming, washing dishes, applying perfume, engaging in sports or working out. These activities leave a residue on the surface that can damage the jewelry.
3. After wearing your jewelry, we recommend wiping it with a non-abrasive jewelry polishing cloth to remove dirt, residue and tarnish.
4. Always keep your necklace chain clasped closed when not being worn. This will prevent the chain from knotting. It may still tangle, but tangling can be easily undone using your fingers or a safety pin tip. Knotting is much more difficult to undo and can damage the chain.

Cleaning:

Tarnish can develop over time and with wear. It is not a defect in the product, but natural occurrence. If you experience tarnish (stains, spots, dark shadowing around personalized text) you can easily remove it with any household silver polish or jewelry polish. Be sure to follow the instructions on the container and to always use gloves when working with silver polish. Tip: We recommend using a Q-tip to help clean the jewelry.