Jewelry Color Guarantee Policy

1. Color Guarantee Period

316L Stainless Steel Jewellery: **4 Months Color Guarantee** (Warranty Supported)

ASTM F-136 Titanium Jewellery: **1 Year Color Guarantee** (Warranty Supported)

This applies to qualifying color-related issues only

2. Important Information About Jewellery Color

Silver-colored jewellery does not fade, as the silver appearance is the natural finish of the metal.

Gold-colored jewellery may fade over time, as the gold color is a separate layer applied over the base metal. This is considered normal wear and may occur depending on usage and environmental exposure. **THIS IS NOT TARNISHING**. Dulling of the zirconium stone in the jewellery does not cover the exchange policy.

3. What Is Considered Tarnishing?

The following may be considered concrete signs of tarnishing:

The **jewellery becomes fully black.**

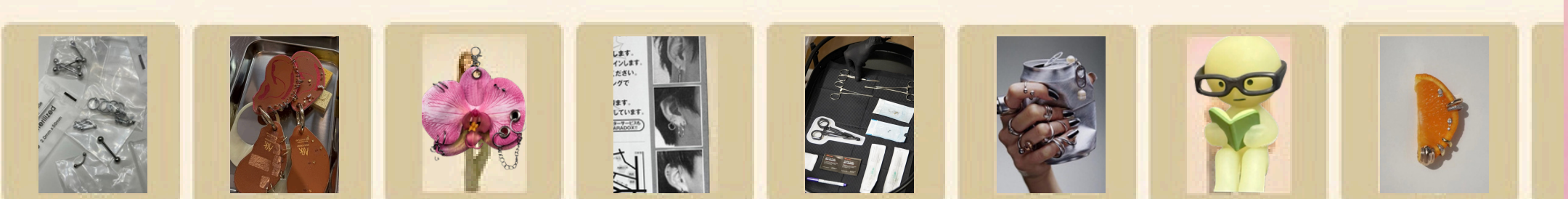
The **surface peels or visibly deteriorates**.

The jewellery releases a dark blue or green pigment before the warranty timeline. These signs may be used to determine whether the product qualifies for an exchange under the color guarantee.

4. How to Apply for an Exchange

Customers may **bring the jewellery to any Reoini Piercings physical outlet** and apply for a direct exchange. The jewellery will be inspected to determine whether the issue falls within the terms of our Color Guarantee Policy.

Upon **concrete proof that the jewellery qualifies under the policy**, The same jewellery will be exchanged to a new one from the old one.



6. Policy Reminder

The Color Guarantee applies specifically to **qualifying color/tarnishing issues and does not mean that every change in appearance constitutes a manufacturing defect**. Jewellery should be properly cared for and maintained to preserve its appearance and finish for as long as possible. Reoini Piercings reserves the right to inspect and verify each claim before approving a refund.

7. Altered, Chemically Damaged, or Misused Jewellery

The Color Guarantee **does not cover jewellery** that has been intentionally altered, chemically treated, deliberately damaged, or exposed to substances or conditions outside normal use for the purpose of creating a colour change or tarnishing..Reoini Piercings reserves the right to **inspect the jewellery** and assess the condition, surface, coating, and signs of damage before approving any refund. If inspection provides reasonable evidence that the jewellery was deliberately manipulated or damaged after purchase, the claim may be rejected. The Color Guarantee is intended to cover genuine product-related colour or tarnishing issues during the applicable guarantee period, not damage resulting from intentional misuse or manipulation.

8. Replacement Abuse

A customer may not intentionally damage or alter jewellery in order to obtain an exchange. Where there is reasonable evidence of repeated or fraudulent use of the Color Guarantee, **Reoini Piercings reserves the right to reject the claim** and may decline subsequent warranty claims associated with the same pattern of misuse. All claims remain subject to physical inspection and verification by Reoini Piercings

Reoini Piercings

PAN AMERICAN AIRWAYS CO.

NOUMEA, NEW CALEDONIA