

Highglow Jewelers Return-Refund Policy

Exchange and Return for Policy

Eligible items may be returned or exchanged for store credit within 15 days of the date received. Credit will be issued for the purchase amount of the jewelry as stated on the invoice and can be applied to any jewelry purchase in any of our showrooms.

Items must be returned in their original unused condition with all product tags attached to the jewelry.

Defective items must be reported within 2 days of receipt.

Nose pins, Nose rings and modified items are not eligible for return or exchange. Sales of these items would be considered final.

All "Final Sale" invoices will not be eligible for store credit.

Procedure for exchange:

All items should be returned with a copy of the original invoice.

All jewelry must be packed with care to secure the jewelry and prevent damage during transit.

All returns should be made by insured mail to:

Highglow

18644-A Pioneer Blvd,

Artesia, CA 90701

(562)-402-0112

Please keep a note of the tracking number.

For defective items, we will provide you with a return shipping label via email.

For all other exchanges, Highglow will not be responsible for cost of shipping.

Highglow will not be responsible for lost or stolen packages that have not been insured for the full value as per invoice.