

TOUCHSTONE CRYSTAL

Shipping Policies

Touchstone Crystal utilizes the United States Postal Service for most deliveries throughout the US and Puerto Rico. Orders may be tracked through USPS for your convenience.

In most cases you will receive your orders 7-10 days from the time the orders are submitted to the home office.

Shipping Rates (for Hosts & customers)

\$9.00 flat rate (except to AK/HI/PR)

\$11.00 flat rate to AK, HI, PR

Sales Tax on Shipping

When shipping items to the following states, shipping fees are not subject to the state sales tax: AK, AL, AZ, CA, DE, IA, LA, MA, MD, ME, MT, NH, NV, OK, OR, UT, VA, WY. Subject to change based on individual state tax laws.

Refund and Return Policy

[Find the Return/Exchange Form Here](#)

CARING FOR YOUR TOUCHSTONE CRYSTAL JEWELRY

To preserve your jewelry, be sure to remove it before applying any perfume, hairspray, lotions, or deodorant, and before swimming, bathing or using any household cleaners or abrasives. Keep your jewelry clean and lustrous by occasionally polishing it with a soft cloth. Proper care and storage will help maintain its beauty over time.

45-DAY REFUND POLICY

Touchstone Crystal offers a 45-day refund policy for all jewelry in its original condition. If you are not happy with your jewelry and do not want to choose another piece as an exchange, you can return it for a refund and we'll pay the return shipping. In order to receive a refund, products must be returned in resalable condition and in their original packaging. Refunds will not be issued after 45 days from date of original order. To process a refund, please contact your Brand Partner to obtain a return label and form. Your order number and order date must be provided. Shipping charges from your original order are not refundable.

90-DAY REPLACEMENT AND EXCHANGE POLICY AND LIMITED WARRANTY ON MANUFACTURER'S DEFECTS

Touchstone Crystal offers a 90-day replacement or exchange policy. If you are not happy with your jewelry, you can return it for a replacement or exchange and we'll pay the shipping. In order to receive a replacement or exchange, products must be returned in resalable condition and in their original packaging.

In addition, all jewelry made by Touchstone Crystal has a 90-day warranty against manufacturer's defects from the date of order from a Brand Partner. This warranty only covers defects in materials and workmanship. The warranty does not cover damage caused by accident, misuse or abuse, modification, attempted repair, negligence after purchase, wear and tear, or failure to follow the product care instructions. If your jewelry is deemed by Touchstone Crystal to have a manufacturer's defect, it will be replaced by Touchstone Crystal free of charge. Jewelry that is damaged and not covered under warranty may be replaced for a reasonable rate. See the Lifetime Replacement Policy below.

To process a replacement, exchange or manufacturer's defect order, please contact your Brand Partner to obtain a return label and order form. Your order number and order date must be provided. If your original selection is no longer available, you may choose another item of equal or greater value and pay the difference.

LIFETIME REPLACEMENT POLICY

If your Touchstone Crystal jewelry becomes damaged for any reason after 90 days of purchase, Touchstone Crystal's generous Lifetime Replacement Policy will keep you shining! Damaged items can be replaced for a flat fee. If the retail value of the damaged item is \$59.99 or less, it can be replaced for \$15.00 plus tax. If the retail value of the damaged item is \$60.00 or more, it can be replaced for \$25.00 plus tax. The fees charged by Touchstone Crystal include the cost of shipping. Contact your Brand Partner to assist with processing your replacement.

We suggest you retain a copy of your receipt for your records. By providing your email when placing your order, you will receive an order confirmation which will also serve as proof of purchase.

RETURNS

Step 1: Contact your Brand Partner. They will be able to help you with the return process to be sure you are completely satisfied with your purchase.

Step 2: If you can't get in contact with your Brand Partner, we'll be happy to help you with this process. Please contact the Touchstone Crystal Customer Care team at returns@touchstonecrystal.com or 800-203-2488 Ext. 1 Opt. 2.

SWAROVSKI CREATED DIAMONDS WARRANTY POLICY

Swarovski Created Diamonds were available for purchase through Touchstone Crystal Brand Partners for a limited time. The following warranty and return terms continue to apply to Swarovski Created Diamonds jewelry purchased during that period.

Swarovski warrants that Swarovski Created Diamonds jewelry purchased from Swarovski directly or an authorized Swarovski retailer are of merchantable quality and free from material or workmanship defects.

The warranty period for standard Swarovski Created Diamonds jewelry is three (3) years (or longer period where required by applicable law), from the original date of product(s) receipt (proof of purchase is required). This warranty extends to the original purchaser of the Swarovski Created Diamonds jewelry.

Maintenance, repair, sizing, or other service performed by someone other than Swarovski will void this warranty. This warranty does not cover damage to product(s) caused by accident, external impact or pressure, misuse and abuse, modification, attempted repair, negligence after purchase, ordinary wear and tear, and/or failure to follow the product(s) care advice. Loss of diamonds, cracked or chipped diamonds, dents, misshapen bands, scratching, resizing, lost, or stolen jewelry or diamonds occurring after purchase are not covered by this warranty. Discoloration due to exposure to harsh chemicals is also not covered by this warranty.

To make a claim under this warranty, please contact Touchstone Crystal. In the event we determine your product(s) are found to have a material or manufacturer defect under this warranty, we will (i) repair the product if possible; or, if we deem appropriate, (ii) replace the item with the same or a comparable product, free of charge.

This warranty is in addition to and does not affect your legal rights.

ANY WARRANTY IMPLIED BY STATE LAW ON THIS PRODUCT IS ALSO LIMITED IN DURATION TO THE LENGTH OF THIS EXPRESS WARRANTY. Some states, including New Jersey, do not allow limitations on how long an implied warranty lasts. Accordingly, if you live in these states, the above limitation on implied warranties does not apply to you.

SWAROVSKI CREATED DIAMONDS RETURN POLICY

Sometimes it's just not right. If your Swarovski Created Diamonds item wasn't what you expected, you have up to 30 days after receipt to return the item.

To qualify for a return:

- Items must be in a new, unused condition; we reserve the right not to accept the return if the product shows signs of wear.
- All products returned must include all original packaging materials and tags.

To initiate a return, contact Touchstone Crystal at support@touchstonecrystal.com. Purchaser must return the item(s) at their expense using an insured and trackable service. Touchstone Crystal is not responsible for lost or damaged return shipments. Invoice must be included in the return shipment.

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Revised May 2026