



LAO FENG XIANG

ESTABLISHED 1848

Lao Feng Xiang WARRANTY POLICY

For customers outside of the USA

Each Lao Feng Xiang branded product is meticulously crafted from the finest materials. Lao Feng Xiang offers full warranty covering manufacturing and material defects for genuine branded Lao Feng Xiang products purchased from Lao Feng Xiang's own stores or authorized Lao Feng Xiang retailers. Lao Feng Xiang will repair or replace defective items free of charge for up to two (2) years from the date of purchase. Thereafter, Lao Feng Xiang will repair any defective product or part subject to a fee. Damages caused by accidents, misuse, abuse, application of chemicals, cosmetics, or unauthorized repairs, negligence or by failure to follow Lao Feng Xiang's special Product Care Instructions will not be covered by the warranty. Such information can be found under Customer Service at www.lfxjewelry.com at any time. The warranty gives you specific legal rights; you may also have additional rights that vary from country to country.

Every item found to be defective under this warranty may be, at the discretion of Lao Feng Xiang or an authorized Lao Feng Xiang Retailer

1. replaced by an identical piece, if available;
2. substituted with a piece of comparable value; or
3. repaired depending on the degree of damage to the warranted product, as well as on the feasibility and the availability of replacement parts.

In order to benefit from this warranty, you will require to present sales invoice or delivery receipt, gift receipt or the certificate of authenticity, in case you have a warranty claim.

These general warranty conditions apply if there are no specific warranty conditions granted for specific products. Lao Feng Xiang reserves the right to amend or adapt these warranty conditions with implications for the future at its

discretion at any time.

This warranty does not affect your statutory rights.

For customers in the USA

Each Lao Feng Xiang branded product is meticulously crafted from the finest materials and subjected to the strict quality controls. If any imperfections to workmanship or material defects should appear within two (2) years after the date of purchase, Lao Feng Xiang will repair or replace the defective part or the item absolutely free of charge.

This warranty does not cover damage to Lao Feng Xiang branded products caused by accident, misuse and abuse, modification by non-authorized repair agents, negligence after purchase, ordinary wear and tear, and/or failure to follow the product's Care Instructions provided at the time of purchase and available on www.lfxjewelry.com at any time, in the Customer Service section. Except as expressly set forth in this Warranty Policy, LFX disclaims any and all warranties that may otherwise be applicable to its merchandise, including, but not limited to any warranties of merchantability or fitness for a particular purpose.

You may initiate a claim under this warranty by:

(1) Contacting Lao Feng Xiang's customer service at 212.644.4168 or at customer_service@lfxjewelry.com. Return the product in its original packaging, along with the receipt or certificate, to Lao Feng Xiang Jewelry USA LLC's repair department, 585 5th Avenue New York, NY 10017. You will be responsible for shipping the product and any expenses related to shipping. We recommend shipping the product by certified or registered mail and insuring the product for its retail value. Lao Feng Xiang is not responsible for loss, damage, or theft of the product during transit.

OR

(2) Visiting Lao Feng Xiang or an authorized Lao Feng Xiang retailer (list can be found on <http://lfxjewelry.com/visit-us/visit-us/>) Bring the defective product, in its original packaging along with the sales or gift receipt, to the nearest Lao Feng Xiang store or authorized Lao Feng Xiang retailer.

Eligibility of this warranty is determined upon receipt and inspection of the

product. If it is determined that there is a material or manufacturing defect, the repair specialist will establish the options for replacement, substitution or repair, based on (1) the availability of replacement parts/product, and (2) the feasibility of repair. If it is determined that the damage is not a material or manufacturer defect, the company offers a repair service subject to a fee.

Limited Edition or any Lao Feng Xiang dated products may not be eligible for replacement.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

International exchange

Due to various reasons (including, without limitation, different jewelry collections in USA, Asia, Australia and other Countries and Regions, different taxes, different price structure, local legal requirements, logistic reasons) Lao Feng Xiang does not have an international exchange or refund policy. Therefore, Lao Feng Xiang will not be able to exchange, substitute or refund any products purchased in a different country than the one where the product is being returned.