

FREQUENTLY ASKED QUESTIONS

Q Who will repair and service my jewelry?

Your jewelry will be repaired and serviced by one of our authorized goldsmiths.

Q Are there any additional out-of-pocket costs?

No, there are no additional fees or deductibles for covered repairs. You can rest easy knowing that services needed due to normal wear and tear (including parts and labor) and routine maintenance are covered.

Q What kind of services are covered?

Services include: ring sizing, refinishing, polishing, rhodium refinishing, earring repair and back replacement, clasp replacement, chain soldering, repair to damaged mountings, as well as resetting/tightening diamonds and gemstones. We also repair kinks or knots, dents, breaks, cracks, thinning ring bands, gouges, scratches, worn/bent prongs, and restring pearls.

Q Where do I take my jewelry for service?

Just bring your jewelry to any Littman Jewelers store or call 1-800-457-5977, and we'll service/repair your jewelry so you can get back to enjoying it.

If requesting service outside of the United States: Email jewelrycustomer@assurant.com and an agent will contact you with next steps, or connect with an operator to place a collect call to 1-580-354-4324, at no expense to you.



*If the jewelry cannot be repaired, it will be replaced, or a gift card or cash settlement will be issued. Replacement is one of comparable type, quality and functionality as the original product, not to exceed original retail purchase price. Gift card or cash settlement will not exceed the original retail price plus sales tax. If the jewelry is replaced, or a gift card or cash settlement is issued, the plan is fulfilled. For lease-to-own arrangements, cash benefits apply to the lessor until you acquire ownership of the product.

GOT A LIFETIME PLAN? WE DO.

Protect your
jewelry today
and enjoy it
for a lifetime.



LIFETIME JEWELRY CARE PLAN

Jewelry is valuable, but when it represents deep emotions and cherished memories, it's priceless. That's why it's so important to keep your treasured pieces as flawless as the day you bought them.

Protect your jewelry with the Lifetime Jewelry Care Plan and enjoy peace of mind for a lifetime.*

HERE'S WHAT'S COVERED

- A lifetime of care*
- Services needed due to normal wear and tear (including quality parts and labor)
- Cleaning and routine maintenance

WE CAN HELP YOU SAVE MONEY. SEE THE POTENTIAL COST SAVINGS BELOW!

REPAIR	ESTIMATED COST WITHOUT CARE PLAN	CARE PLAN COST
Ring Sizing	\$25 - \$100	\$0 THEY'RE ALL INCLUDED!
Prong Retipping (each)	\$25	
Damaged Mounting	\$100 - \$300	
Chain Soldering	\$20+	
Clasp Replacement	\$30 - \$140	
Earring Back Replacement (each)	\$20+	
Earring Repair	\$35+	
Polishing & Refinishing	\$15 - \$40	
Rhodium Refinishing	\$40+	
Diamond/Gemstone Tightening	\$25+	
Pearl Restrtringing	\$20 - \$100	

*Coverage is limited to the price you paid for the jewelry. Your item may be serviced, replaced with a similar piece, or you may be provided with a store gift card or cash settlement.

See Terms and Conditions for complete details, including obligors, exclusions and limitations. In Texas, protection is provided by Federal Warranty Service Corporation.