



Ring Repair/Resize

FREQUENTLY ASKED QUESTIONS

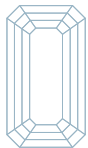
How long does a repair/resize take?



A standard repair/resize takes about 10 business days once we receive and inspect the ring.

Depending on the request and work needed, it could take more time. If this is the case, we will reach out to let you know.

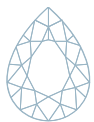
How much will my repair/resize cost?



Your first resize is complimentary; any resizing after that starts at \$35. Any repairs needed due to general wear and tear during your 3-year warranty are covered by Faithful Platform.

Any repairs needed outside of general wear and tear will be evaluated and priced on a case-by-case basis. We will always provide you with a quote for the repair before any work is done.

Can my ring be resized to any size?



Most rings can be resized up or down 1 full size without any complications. If a ring needs to be resized more than 1 size, recasting the ring may be necessary and could lead to additional costs.

How do I send my ring back for repair/resizing?



We prefer you use FedEx or UPS to ship your ring back to us as they are our shipping partners. However, it is up to you how you'd like to get your ring back to us. You are able to choose the shipping partner that is most convenient and cost-effective for you.

Once your repair/resize is complete and ready to ship back to you, we will cover shipping.

Questions? Please email customerservice@faithfulplatform.com. We're here to help!