



Service and support

Shipping

We offer free USP priority delivery (3~5 days) within the United States and (6-10 days)Canada on all fine jewelry and loose stones. All orders can be upgraded to FedEx Standard Overnight delivery at an additional cost. You will receive an email with your tracking number once your order has shipped.

Cancel & Return

You can cancel your order anytime before shipping. Once you received your item, please double check the quality, if there is any problem, contact us in 24 hours, we would like to help you for return, our Returns Department will inspect the returned item.

Once the returned item has been verified, a process which can take up to seven (7) business days from receipt.

We will issue you a refund for the original purchase price amount using the same means that payment was originally made, except for bank wire payments, which are refunded by check. Credit card refunds may take as much as one-monthly billing cycle to appear on your credit card statement, depending on your issuer.

*WARNING! Personal custom (design), no return, no cancel.

Clean and Maintain

We recommend that you have your ring cleaned, polished, and have the prongs inspected every 1year. These services are complimentary at DaisyLabJewelry

We also have repair, resize support, and lifetime warranty. More details we invite you to have a conversation with our diamond and jewelry experts at showroom or email to service@daisylabjewelry.com