CEBU WEDDING RINGS
CUSTOMER TERMS & CONDITIONS

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Before You Confirm

Please read these terms together with your Made to Order Form. Ask CWR if anything is unclear before you confirm.

Your approved order will show the final ring details, price, payment dates and expected completion date.

1. Your Choice and Order Confirmation

Order only when you have freely chosen CWR and are ready to proceed.

If you are still unsure about your plans or still comparing other suppliers, do not confirm your order yet.

CWR does not guarantee perfect reproduction of any reference design. CWR's current diamond and moissanite offer also does not include an independent laboratory certificate.

Your order is confirmed only when CWR has received:

- at least 30% downpayment;
- your approved and signed order details; and
- your written approval to start production.

The confirmation date will be written on your order.

2. Specifications and Final Price

Before signing, carefully check the approved design, reference photo, excluded features, ring sizes, target gold weight, gold color and karat, stone details, and engraving.

Early quotations are only estimates. The final price is based on your final sizes and specifications.

Once the price is finalized, CWR will not charge extra if the finished ring becomes heavier than the agreed target weight.

Customer-requested changes or extra services may have added cost and production time. CWR will give the new price and timing before any approved change is made.

3. Ring Size and Engraving

You are responsible for approving your final ring size.

Sizes given online, measured without CWR's physical ring sizer, or converted from another sizing system may not fit correctly.

If CWR makes the size you approved but it does not fit, resizing will be at your expense, based on CWR's quotation.

If CWR makes a different size from your signed order, CWR will correct it at no charge.

Manual engraving is free. Laser engraving is a paid service. Please check and approve the exact engraving before signing. Changes requested later may have an additional charge.

4. Handmade Finish and Stone Testing

CWR rings are handmade, so small differences or tiny marks may occur.

The ring will be checked using normal eyesight, normal room lighting and normal viewing distance.

Tiny marks seen only under magnification do not automatically qualify for free re-service if the ring is safe and follows the approved order.

CWR's current diamonds and moissanites do not include independent laboratory certificates.

CWR uses an electronic store tester. Its reading is not an independent laboratory certificate or grading report.

Customers who require an independent laboratory certificate should not confirm an order under this offer.

Production and Payment

5. Production Time

Normal production takes 18-22 working days, starting on the next working day after order confirmation.

Working days include Saturdays but exclude Sundays and public holidays.

If holidays, closures or other known conditions affect the normal timeline, CWR will record an adjusted estimated completion date before confirmation.

Please inform CWR of your wedding or important event date before ordering so the available production schedule is clear before confirmation.

If an unexpected delay happens, such as power interruption, calamity or production difficulty, CWR will inform you as soon as reasonably possible and provide an updated estimate.

6. Balance and Payment Extension

Your remaining balance must be paid within 30 calendar days from confirmation. Your exact due date will be written on your order.

Full payment is required before pickup or shipping.

If you need more time, you may request a payment extension. An extension is not automatic and must be approved by CWR in writing.

An approved extension may allow payment up to a maximum of 60 calendar days from confirmation.

This means up to 60 days total, not another 60 days.

If CWR's own delay prevents the rings from being ready by the applicable deadline, CWR will give you a revised deadline with at least seven calendar days after informing you that the rings are ready.

You will not be considered late because of a CWR production delay.

7. Unpaid Balance and Cancellation

CWR will send payment reminders using the contact information you provided.

Please report any payment discrepancy or unresolved concern promptly and keep your contact details updated.

If your balance remains unpaid after 60 calendar days, or after a later deadline caused by a CWR production delay, CWR will send a final written notice giving you at least seven calendar days to pay.

If payment is still not made by the final deadline, CWR will proceed with cancellation.

Cancellation for nonpayment may result in forfeiture of your downpayment under the agreed terms and applicable law.

This does not remove applicable remedies for a genuine defect or CWR's failure to follow the approved order.

8. Change of Mind or Personal Cancellation

Once you approve your custom order, CWR commits materials, labor and workshop time to your rings.

Illness, bereavement, family emergencies, a cancelled or delayed wedding, relationship changes, surprise rings, financial problems or a change of mind do not give you a right to cancel the custom order or receive a refund.

A genuine defect, wrong specification or CWR's failure to follow the approved order is handled separately through inspection and the applicable remedy.

Receiving and Caring for Your Rings

9. Inspection at Pickup

Please inspect your rings with CWR before accepting them.

Check the visible condition, agreed design details, stones, prongs and settings.

Any concern should be written in the release record, with supporting photos when needed.

The ring will be recorded as:

- released in good visible condition;
- released with a noted condition; or
- kept by CWR for re-service and not released.

The customer and CWR staff will review and sign the release record.

Accepting the ring records its visible condition at release. It does not remove applicable remedies for a genuine defect.

10. Shipped Orders (skip if you opt for in-store pick-up)

Before opening your parcel, take photos of the unopened package, shipping label, seals and any visible damage.

Also record one clear, continuous video showing:

- all sides of the sealed parcel;
- the waybill;
- the complete opening of the package; and
- the first clear view of all rings.

Check your rings immediately.

If something is damaged, missing or incorrect, contact CWR promptly and send the unedited video and clear photos.

Also report shipping concerns to the courier within its required claim period.

Keep the box, labels, seals and other packing materials until the concern is resolved.

These records help CWR verify what happened and support a possible courier claim. Missing evidence may make verification more difficult.

Coordinate with CWR before returning any item.

11. Fully Paid Rings Left With CWR

You may leave fully paid rings with CWR for safekeeping for as long as needed.

There is no storage fee and no fixed pickup deadline.

CWR will continue to send courteous reminders and may coordinate pickup or shipping when you are ready.

Fully paid rings will not be forfeited because pickup is delayed.

The 30-day complimentary re-service period does not start while the rings remain with CWR before the first pickup.

12. One-Time Complimentary Re-Service

CWR provides one complimentary re-service for qualifying concerns first reported within 30 calendar days.

For pickup orders, pickup day is Day 1. For shipped orders, confirmed delivery day is Day 1.

The 30-day period continues even if the ring is unused or kept in storage.

CWR must physically inspect the ring before confirming that the concern qualifies for complimentary re-service.

Qualifying concerns may include:

- a weak seam or crack without impact;
- a stone or prong problem while the stone is still present; or
- unexpectedly early plating deterioration during normal handling.

After re-service, the item will be under observation for seven working days.

The re-service does not start a new 30-day complimentary period.

Concerns first reported after the 30-day period are outside the ordinary complimentary offer and may require paid service.

The 30-day period and one-time service limit do not remove applicable remedies for a genuine defect or failure to follow the approved order.

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Aftersales and Your Acknowledgment

13. Damage, Loose Stones and Paid Repairs

Damage caused by normal wear, impact, dropping, crushing, snagging, bending, improper cleaning, chemicals, heat, poor storage, or third-party repair or alteration is outside the ordinary complimentary service and may require paid repair.

CWR will inspect and document the ring before determining the proper service.

If a stone becomes loose, stop wearing the ring and contact CWR immediately.

Tightening or resetting may qualify for complimentary service after inspection while the original stone is still present.

Missing stones are outside the ordinary complimentary offer. Replacement stones and labor may be charged, subject to any applicable remedy for a genuine defect.

CWR will explain the findings and quotation before starting paid work.

An inspection request alone is not approval for paid repair.

14. Aftersales Return Shipping and Gold Authenticity Concerns

If you are outside Cebu City and need to send a ring to CWR for any aftersales concern, including inspection, authenticity verification, re-service or repair, contact CWR before sending it. This applies whether the ring was shipped to you, picked up in-store or later taken elsewhere.

You arrange and pay for secure, trackable shipping to CWR. Insured shipping is recommended. Under CWR's policy, this inbound shipping cost is non-reimbursable regardless of the inspection result, unless applicable law requires otherwise. This rule does not remove your applicable remedies for a genuine defect or CWR's failure to follow the approved order.

If another establishment questions the gold karat of your ring, contact CWR.

A verbal opinion alone is not a final finding. CWR must physically inspect the item.

Provide, when available:

- the name and branch of the establishment;
- any written test result;
- the testing method used;
- clear photos; and
- details of any resizing, repair, polishing, plating or alteration done to the ring.

If the ring is confirmed to have the correct karat and description, you will also pay the return shipping.

If CWR confirms an error from its workshop, CWR will provide the proper remedy at no cost and pay to ship the resolved item back to you.

If the findings remain disputed, independent laboratory testing may be arranged only after CWR and the customer agree on the laboratory, testing process and related costs.

15. Getting Help and Protecting Your Information

When asking for help, provide your order number, receipt or signed digital copy.

If you no longer have your yellow form, CWR may locate the order using your name and registered contact details.

CWR will verify identity or authorization before releasing private order information or jewelry.

CWR uses your personal information for your order, customer records, aftersales service and necessary business or legal records.

CWR does not sell or publish your personal information.

Access is limited to authorized staff, necessary service providers and authorities when required by law.

Contact CWR for access, correction or other privacy concerns.

16. Your Acknowledgment

These terms do not remove your applicable legal rights for a genuine defect or if CWR fails to follow the signed order.

If you have a concern, contact CWR so the information can be reviewed and the proper next steps explained.

By confirming your order, you confirm that:

- you chose to proceed voluntarily;
- you read and understood these terms;
- you reviewed and approved your ring specifications;
- you understood the final price and payment deadlines; and
- you had the chance to ask questions before confirming.

Customer name / signature

Order number / date