

CAVALENT

1-YEAR LIMITED WARRANTY

Applicable to eligible CVALENT jewelry products purchased through Amazon.com

Last updated: September 2026

1. Scope of Warranty

CAVALENT warrants to the original purchaser that eligible CVALENT jewelry products covered by this warranty will be free from defects in materials and workmanship under normal conditions of use for a period of one (1) year from the original date of purchase shown on the Amazon.com order.

This limited warranty applies only to the original purchaser and to the CVALENT product identified in the corresponding proof of purchase.

To be eligible for this limited warranty, the product must be registered within sixty (60) days following the original date of purchase. Registration must include the information necessary to identify the purchaser, the purchase, and the product, including at a minimum:

- purchaser's name;
- email address;
- Amazon Order ID;
- original date of purchase; and
- name of the CVALENT product purchased.

Registration within the first sixty (60) days does not limit the coverage period to 60 days. Once the applicable registration requirements have been satisfied, coverage will remain in effect for one (1) year from the original date of purchase, subject to the terms, exclusions, and limitations set forth in this warranty.

2. Warranty Period

Coverage begins on the original date of purchase shown on the Amazon order and remains in effect for one (1) year.

To maintain eligibility under this limited warranty, the product must be registered within the first sixty (60) days following the original date of purchase.

This CVALENT limited warranty is independent of Amazon's return, refund, or replacement policies. Returns, refunds, or replacements falling under Amazon's policies are subject to Amazon's own terms, procedures, and applicable time periods.

3. What This Warranty Covers

During the warranty period, CVALENT may provide warranty service when it determines that the product has a defect in materials or workmanship under normal conditions of use.

Coverage may include:

- manufacturing defects in the chain;
- malfunction of the clasp;
- components that detach as a result of a manufacturing defect;
- structural or assembly defects attributable to the manufacturing process; and
- other defects in materials or workmanship confirmed by CVALENT.

The existence of damage does not automatically establish the existence of a defect covered by this warranty. CVALENT may request photographs or other information reasonably necessary to evaluate the claim.

4. What This Warranty Does Not Cover

This limited warranty does not cover damage or deterioration caused by:

- normal wear and tear resulting from use;
- accidents, impacts, drops, or crushing;
- pulling, tugging, or applying excessive tension to the chain or its components;
- snagging on hair, clothing, or other objects;
- misuse, abuse, negligence, or improper handling;
- improper storage;
- exposure to chemicals, cleaning products, or other substances that may affect the product;

- modifications, repairs, or alterations performed by third parties;
- loss or theft of the product; or
- cosmetic damage resulting from normal use that does not constitute a defect in materials or workmanship.

Damage caused by pulling, snagging, excessive tension, accidental breakage, misuse, or improper handling is not considered a manufacturing defect and therefore is not covered by this warranty.

5. Warranty Registration

To be eligible for coverage under this limited warranty, the purchaser must register the product within sixty (60) days following the original date of purchase.

Registration must include at a minimum:

- purchaser's name;
- email address;
- Amazon Order ID;
- original date of purchase; and
- name of the CVALENT product purchased.

CAVALENT may use this information to verify product eligibility and associate the registration with the corresponding purchase.

Registration and coverage under this warranty are not conditioned on the purchaser posting a review, rating, or comment about the product.

6. Requirements for Requesting Warranty Service

To request service under this warranty, the customer must:

- have purchased an eligible CVALENT jewelry product through Amazon.com;
- have registered the product within the first sixty (60) days following the original date of purchase;
- provide sufficient information to verify the purchase, including the Amazon Order ID when requested;
- identify the applicable CVALENT product;
- submit the claim during the one (1) year warranty period;
- provide a description of the issue;
- provide photographs of the product when necessary to evaluate the claim; and
- provide any additional information reasonably necessary to determine whether the issue is covered.

CAVALENT reserves the right to verify the information provided and to determine whether the issue constitutes a defect covered by this warranty.

7. How to Request Warranty Service

Warranty claims must be submitted through cavalent.com/warranty.

The customer must complete the warranty claim form and provide the requested information.

Submission of a claim does not automatically constitute approval of warranty coverage. Each claim will be evaluated in accordance with the terms set forth in this document.

8. Resolution of Approved Claims

If CVALENT determines that the product has a defect covered by this warranty, CVALENT may, as appropriate and subject to product availability:

- replace the defective product with the same product or, if that product is unavailable, with a comparable product; or
- provide another appropriate resolution when replacement is not reasonably available.

When a replacement is approved under this warranty, CVALENT will arrange shipment of the replacement product to the valid address provided by the customer for that purpose. The customer will not be required to make a new purchase in order to receive the approved replacement.

CAVALENT may use Amazon or another logistics service provider to arrange shipment of the replacement product.

The remedy provided by CVALENT will be limited to the product covered by the approved claim, except where applicable law provides otherwise.

9. Limitations

This limited warranty applies only to the eligible CVALENT product and does not cover indirect, incidental, or consequential damages arising from the use of, or inability to use, the product, to the extent permitted by applicable law.

This warranty provides specific rights. The purchaser may also have other rights that vary by state or jurisdiction.

Nothing in this warranty is intended to limit consumer rights that cannot be excluded or limited under applicable law.

10. Relationship to Amazon Policies

This one (1) year limited warranty is provided directly by CVALENT and is independent of any return, refund, or replacement policies offered by Amazon.

Requests that fall within Amazon's applicable policies and time periods must be handled in accordance with Amazon's established procedures.

Once outside those procedures or time periods, a claim that satisfies the requirements of this limited warranty may be submitted directly to CVALENT during the applicable coverage period.

11. Contact

CAVALENT

Warranty: cavalent.com/warranty

Website: cavalent.com

Customer Support: support@cavalent.com