

Alteration & Repair SERVICES

Free Stuff

WARRANTY REPAIR

Warranty covers repairs for up to one year from date of delivery. Please find warranty details at the bottom of this page.

RESIZE WITHIN 30 DAYS OF DELIVERY

One free resize on all metal collars and jewelry within 30 days of delivery. Free resize applies to sizes of the same value. If a regular price goes up with an increase in size, you are also responsible for the difference in normal pricing. New leather or rubber items can be reduced for free if you need it reduced by at least 1/2 inch. But we can not resize leather or rubber items that need to be reduced less than 1/2 inch or that need to be extended. In these instances, a new one will need to be purchased.

**If you need to take advantage of our 30 day resize offer on leather please do not wear the item. We do not resize or take back worn leather under any circumstances due to the porous nature of leather and health and hygiene reasons.

Re-sizing

SOLID WIRE COLLARS/CUFF RESIZE (\$50)

Solid wire collars can be cut down for size reduction, or have jump rings added to the back to extend them.

FINE CHAIN RESIZE (\$40)

For chains 3.9mm and under. Includes chain reduction, and chain extension up to 2 inches. Extensions over 2 inches will have a per inch fee for any length over 2 inches that varies depending on chain style.

HEAVY CHAIN RESIZE (\$50)

For chains 4mm and over. Includes chain reduction, and chain extension up to 2 inches. Extensions over 2 inches will have a per inch fee for any length over 2 inches that varies depending on chain style.

Repairs

FINE CHAIN LINK REPAIR (\$25)

For chains 3.9mm and under.

HEAVY CHAIN LINK REPAIR (\$35)

For chains 4mm and over

LIGHT RESHAPING (\$65)

For small easy to remove bends. Includes light hammer forming and reshaping. May not remove stubborn bends.

MAJOR RESHAPING (\$105)

For major damage and stubborn bends. Includes annealing, hammer forming to straighten the collar, and reshaping. Please know that with major damage returning the collar to like-new condition may not be possible.

JUMP RINGS (\$14)

Per ring. Includes replacement of broken jump ring.

Cleaning & Polishing

POLISHING (\$55)

For solid silver and gold only. Includes abrasive finishing to smooth surface imperfections, cleaning, and polishing to a shine. Does not remove heavy scratches. For scratch removal, please contact a local jeweler.

POLISH ITEMS WITH STONES (\$65)

Same as above, but includes hand finishing around stones.

BURNISHING (\$45)

For gold-filled items. Burnishing cleans, smooths, and shines, but will not remove any metal. So it is safe for your gold-filled jewelry. Does not remove heavy scratches. For scratch removal, please contact a local jeweler.

Prices listed are estimates based on typical repairs/alterations and may vary. Prices do not include shipping. Shipping is the responsibility of the customer. Daoire may revise or update this Services Pricing List. You are encouraged to check this page periodically for updates.



DAOIRE WARRANTY AGREEMENT

Daoire provides a free 1-year warranty on all metal collars and fine jewelry purchased from Daoire. This warranty covers free repairs of manufacturers defects in material or workmanship, but it does not cover improper care, neglect, or abuse. Regular upkeep of your jewelry is required to maintain your warranty. This includes paying for any normal repairs required due to improper care, normal wear, damage, or abuse.

WARRANTY EXCEPTIONS & EXCLUSIONS

Daoire's Warranty does not cover the following:

- Damage resulting from improper care, neglect, accidents, abuse, or excessive force. This includes jewelry that has been pulled, placed under tension, stretched, bent, or otherwise damaged outside of normal wear. For example, if a piece breaks because it was forced, bent, or subjected to stress beyond its intended use, Daoire is not responsible for repair or replacement.
- Damage that occurs after a recommended repair has been declined.
- Any damage caused by improper cleaning methods, including harsh abrasives or jewelry "dip" cleaners. Jewelry dips are caustic and can pit or erode the metal over time, weakening the structure of the piece and potentially leading to damage or breakage. Any damage caused by the use of jewelry dips is not covered and the use of them voids the warranty.
- Items purchased secondhand or through another owner.
- Shipping costs associated with warranty claims or repairs after the first 60 days from the original purchase date.
- Any item that has been altered, repaired, or modified by another jeweler. If outside repair work is performed on a Daoire piece, the warranty becomes void, and Daoire is not responsible for any resulting damage, defects, or loss.
- Leather, rubber, and other non-metal components are not covered under the 1-year warranty. However, if a non-metal component fails within the first 90 days of purchase, Daoire will gladly repair or replace the affected part at no cost.

To make a warranty claim, please contact us via Etsy and submit at least 2 clear, non-blurry close-up photos and an explanation of the damage. After initial assessment you will be issued instructions to send it in for repair and the address to mail it to. Please note that a final assessment of the damage cannot be made until we see it in person.