Return Policy

At yoursite.com, our goal is to help you find high quality products that you've set your heart on, and to make sure your expectations are met or exceeded. However, if you are not completely satisfied with your purchase, you can return your order (except custom and personalized orders) for a refund or exchange within 30 Days. Any free gift that you received along with your purchase must be returned as well, otherwise a refund will not be issued.

IMPORTANT NOTE: Once an item is altered from its original design, which includes any sizing or engraving, it is then considered a custom order. Custom Orders cannot be returned or exchanged, all sales are final.

Our Returns Department will inspect and verify the condition of the returned item once it is received. The item must meet our Conditions of Return (see below) in order for a refund to be processed. The return process can take up to 30 business days to complete upon receipt of the item. The original Your site tag must still be attached to the item in order for refunds to be processed. Your company will refund the full cost of the item EXCLUDING: shipping\*\*, handling, and insurance charges. Refunds will only be made using the same method of payment used during the original purchase.

Conditions of return

Packages without a return authorization number will not be accepted for refund.

Any returns showing signs of wear, damage, or abuse will not be accepted for return.

Custom orders cannot be cancelled or accepted back for a return (refund, exchange or repair). Custom orders include, but are not limited to: items with engraving, rings that have been sized, and personalized product.

Items must be returned with everything that was included in the original shipment. This includes the invoice slip, product box, original tags, and any free gift received during your purchase.

Badly packaged or uninsured item returns will not be accepted.

Items must be returned in the same condition they were in when originally sent from YOURSITE,INC.

Items must be returned within 30 days of purchase. Orders received after this date will not be accepted for refund, exchange or repair.

Please Note: Online orders must be returned to our Web Returns Department. They cannot be returned or exchanged at our YOURSITE,INC locations.

Please click here to download return form.

Note: This return policy applies to online purchases only.