

CARE

Jewelry is delicate, it must be treated as such.

Your piece may be exposed to water. Don't worry, it's alright, you can submerge it in the ocean or any other non-corrosive liquid. However, when skin is wet, it's more likely for the piece to slide off its place without you noticing it. Some pools may be too saturated with chlorine; continued exposure to chlorine may dry out metals, we recommend taking it off.

Remember that, despite their high hardness, diamonds are susceptible to breaking, just as any other gem. Emeralds, sapphires, rubies, aquamarines, opals, and any other colored gem have lower hardness, and therefore require more careful handling. When a gem shatters, the damage is irreversible.

The piece shouldn't be exposed to liquids or substances that could corrode the metal or stain the gems.

The piece shouldn't be exposed to fire or very high temperatures (including water).

We recommend sending the piece in for cleaning/ maintenance whenever necessary, or every 6 months. It can also be cleaned with dish soap and warm water, gently scrubbing with a white-bristled brush.

Opals shouldn't be exposed to water and are considerably softer, use them carefully and clean them with a dry cloth. Pearls should be the last piece of jewelry you put on and the first you take off, avoid impacts at all cost. Use a damp cloth to clean them. Pearls are great for everyday use, since they are naturally moisturized by our skin's oils.

Keeping the piece safe from impacts is important. We recommend taking it off when working out or doing any other activity that may endanger the piece (weights, swimming, walking a dog, football, boxing, or any activity which may result in impact or physical pressure upon the piece).

If the prongs receive an impact, or if the piece gets caught somewhere and is pulled, there is a risk that the setting may weaken and the gems become loose, or may even fall off. If this happens, we recommend storing the piece immediately and sending it in for maintenance as soon as possible. It is worth mentioning that these situations fall outside of our warranty.

Despite making our pieces with the utmost care, jewelry is not indestructible, and gold and platinum are malleable metals, therefore there is a risk that deformation may occur. Remember that jewelry is very delicate, and always requires careful use.

We suggest being especially careful when getting dressed, since prongs and chain clasps can get caught in clothing, as well as when drying your hands or putting them in your pockets. Loose clothing strings can deform thin ring prongs when caught in jewelry.

Remember that white gold ages towards a yellowish tone. Depending on the user's PH and lifestyle, the rhodium finishing on the metal will slowly lose its white tone; don't worry, this is normal. If this happens, you can send your piece in to reapply the rhodium finishing.

In very damp areas, gold may oxidize due to the metals used for alloy, and may develop stains. To remove the stains, you must use a specialized cloth; if this happens, reach out to us for indications or bring the piece in to our premises.

Thanks so much!

cuidame

mucho

WARRANTY

Ingrata Fortuna's warranty only applies to purchases done directly at our store locations and website. Purchases done through third parties must be handled directly through them.

At IF, we take pride in our Quality Control, and execute it with great care. All items that leave our store are rigorously inspected by our experienced team. We offer free maintenance during the first year after purchase.

Keep in mind that our warranty does not cover lost items or jewelry that has been handled by outside jewelers. Our warranty does not cover regular wear and tear and/or negligence.

If you have any issues with your purchase at any time, please contact us.

Your warranty covers gem loss only in cases of manufacturing defect, limited to one year; i.e., the piece would have to be inspected and, if impacts or prong displacement are found, the warranty would not be applicable.

If any of the above happened, you must physically bring the piece into our premises for our team to inspect it and analyze the next steps.

It is the customer's responsibility to send the piece to us in case any of the above mentioned situations happened. We recommend UPS shipping services from outside of Mexico City, given that they offer jewelry insurance.

This warranty is only valid within the Mexican Republic, purchases which are taken outside the country are not eligible for warranty coverage or repair services at this time.

This warranty is valid for a year after delivery.

Congratulations, and thanks so much!

Name: _____ *Date:* _____

Project description: _____
