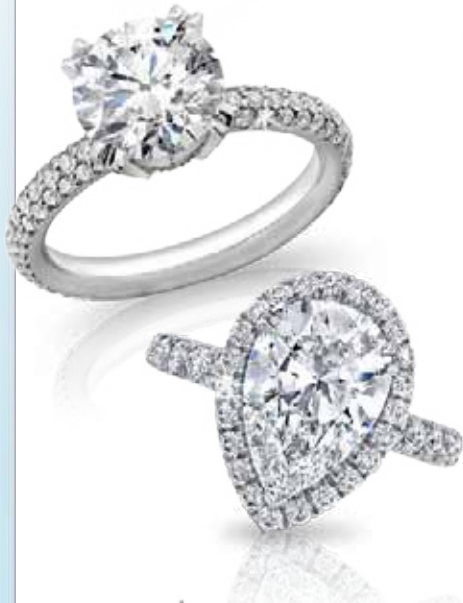


FREQUENTLY ASKED QUESTIONS ABOUT

Jewelry



GIA



Can I have the item sent to a Costco Wholesale location for preview and/or purchase?

No. All items must be purchased through the website and are shipped directly to you. Item selection on Costco.com generally differs from the warehouse selection. If you are not completely satisfied, your purchase is fully refundable at any Costco warehouse or through Costco.com.

Can I order a piece of jewelry in a different metal/different ring size or have my ring sized prior to shipping?

No. We are not able to customize items that are offered on Costco.com. Ring sizes and sizing limits are listed on the website. When a ring has the capability of being sized, we recommend you take the ring to a reputable jeweler in your area as we do not offer this service.

Does Costco sell loose diamonds?

No. All diamonds sold at Costco.com are sold as finished pieces of jewelry.

Can I buy a ring without a center diamond?

No. Costco.com does not sell semi-mounted jewelry.

Can I have a bigger or smaller diamond?

No. Items on the website come with the specifications listed on the site. We are not able to make any modifications or customize items on the website.

Can I expedite shipment of an order?

The estimated delivery time for receipt of an item is listed on the website. To ensure our quality is never compromised and our orders are promptly fulfilled, we are not able to expedite shipments.

Why do I only see a millimeter (mm) size on gemstones and not an exact carat weight?

Colored stone cutting is not an exact science. When listing a piece of colored stone jewelry we guarantee a minimum millimeter size. Most colored stones are bought and sold according to a calibrated millimeter size because carat weights can vary widely.

I saw an item on the website and it is no longer there, can I special order it?

No. An item is removed from the website when the available inventory has been sold out. When we secure additional inventory, the item will be put back on the website and made available for purchase, if possible.

Who do I contact if I need additional information on a product?

For questions regarding jewelry found on Costco.com or in the warehouse, please email your question(s) to diamonds@costco.com.



What is Costco's stance on conflict diamonds?

Costco Wholesale shares the concern of the global community in abolishing conflict diamonds, and is committed to procuring goods of the utmost integrity. We are proud to sell beautiful, high quality diamonds that are obtained solely through closely monitored legal channels set forth by the United Nations' Kimberley Process.

The Kimberley Process, adopted into U.S. and Canadian legislation, requires manufacturers to comply with a lengthy procedure which closely tracks, ships and receives each diamond, documenting each step so as to monitor the stones' origin. Diamonds that we offer for sale are procured from legitimate sources not involved in funding conflict and comply with the United Nations resolutions set forth by the Kimberley Process procedure.

IGI vs. GIA, What's the difference?

International Gemological Institute (IGI), issues Summation of Appraisal, which is an appraisal of a piece of jewelry suitable for insurance purposes. Gemological Institute of America (GIA), issues Diamond Grading Reports. This is a complete technical description of the diamond as it is loose, prior to being mounted in the setting. GIA does not assign any monetary value to the diamond, just specific measurements and quality grades, identifying that particular diamond vs. any other. If a diamond has a Diamond Grading Report from GIA, IGI will reference that report in the appraisal.

Why do some jewelry items have an IGI and GIA PDF (Portable Document Format) file to view and some do not?

Our unique (only one available) jewelry items include a PDF of the actual IGI appraisal. On items not designated "Only One Available", we often have multiple inventory of the same item. Therefore, we do not show individual PDFs, even though the item may include its own IGI appraisal.

Can I get the IGI and/or GIA certification sent to me prior to ordering the item?

Each item is fulfilled from the inventory available at the time the order is pulled for shipment. When the order is pulled for shipment the appropriate IGI and/or GIA certification will be pulled and sent with the item. To ensure our quality is never compromised and our orders are promptly fulfilled, we are not able to hand select or specify diamonds for fulfillment of individual orders.

What does "VS-2 clarity, I color, or better" mean?

Costco guarantees diamond clarity to be VS-2 (Very Slightly Included) and color to be I (Near Colorless) or better. Our gemologists check every diamond to ensure our minimum quality is met. This does not apply to watches.

What comes with an appraisal?

Jewelry items containing a 1.00 carat diamond or larger include an IGI appraisal. Jewelry items containing a 1.25 carat diamond or larger include a GIA Diamond Grading Report, in addition to the IGI appraisal. One-of-a-kind diamond items will include both an IGI appraisal and GIA Diamond Grading Report regardless of carat weight.

