

The Diamoneer Sdn. Bhd. (“we” and “us”) is the operator of (<https://www.venessadiamonds.com>) (“Website”). By placing an order through this Website you will be agreeing to the terms below. These are provided to ensure both parties are aware of and agree upon this arrangement to mutually protect and set expectations on our service.

1. General

Subject to stock availability. We try to maintain accurate stock counts on our website but from time-to-time, there may be a stock discrepancy and we will not be able to fulfill all your items at the time of purchase. In this instance, we will fulfill the available products to you, and contact you about whether you would prefer to await restocking of the back ordered item or if you would prefer for us to process a refund.

2. Shipping Costs

Shipping costs are calculated during checkout based on weight, dimensions, and destination of the items in the order. Payment for shipping will be collected with the purchase. This price will be the final price for the shipping costs to the customer.

3. Warranty Returns

The Diamoneer Sdn. Bhd. will happily honor any valid warranty claims, provided a claim is submitted within 90 days of receipt of items. Customers will be required to pre-pay the return shipping, however, we will reimburse you upon a successful warranty claim. Upon return receipt of items for a warranty claim, you can expect The Diamoneer Sdn. Bhd. to process your warranty claim within 7 days. Once the warranty claim is confirmed, you will receive the choice of:

- (a) refund to your payment method
- (b) a replacement item sent to you (if stock is available)

4. Delivery Terms

4.1 Transit Time Domestically

In general, domestic shipments are in transit for 2 – 7 days

4.2 Transit time Internationally

Generally, orders shipped internationally are in transit for 4 – 22 days. This varies greatly depending on the courier you have selected. We are able to offer a more specific estimate when you are choosing your courier at the checkout.

4.3 Dispatch Time

Orders are usually dispatched within 2 business days of payment of the order. Our warehouse operates on Monday – Friday during standard business hours, except on national holidays at which time the warehouse will be closed. In these instances, we take steps to ensure shipment delays will be kept to a minimum.

4.4 Change Of Delivery Address

For change of delivery address requests, we are able to change the address at any time before the order has been dispatched.

4.5 P.O. Box Shipping

The Diamoneer Sdn. Bhd. will not ship to P.O. box addresses.

4.6 Military Address Shipping

We are unable to ship to military addresses

4.7 Items Out Of Stock

If an item is out of stock, we will cancel and refund the out-of-stock items and dispatch the rest of the order.

4.8 Delivery Time Exceeded

If the delivery time has exceeded the forecasted time, please contact us so that we can conduct an investigation

5. Tracking Notifications

Upon dispatch, customers will receive a tracking link from which they will be able to follow the progress of their shipment based on the latest updates made available by the shipping provider.

6. Parcels Damaged In Transit

If you find a parcel is damaged in transit, if possible, please reject the parcel from the courier and get in touch with our customer service. If the parcel has been delivered without you being present, please contact customer service with the next steps.

7. Duties & Taxes

7.1 Sales Tax

Sales tax has already been applied to the price of the goods as displayed on the website

7.2 Import Duties & Taxes

Import duties and taxes for international shipments may be liable to be paid upon arrival in the destination country. This varies by country and The Diamoneer Sdn. Bhd. encourage you to be aware of these potential costs before placing an order with us. If you refuse to pay duties and taxes upon arrival at your destination country, the goods will be returned to The Diamoneer Sdn. Bhd. at the customer's expense and the customer will receive a refund for the value of goods paid, minus the cost of the return shipping. The cost of the initial shipping will not be refunded.

8. Cancellations

If you change your mind before you have received your order, we are able to accept cancellations at any time before the order has been dispatched. If an order has already been dispatched, please refer to our [refund policy](#).

9. Insurance

Parcels are insured for loss and damage up to the value as stated by the courier.

9.1 Process for parcel damaged in-transit

We will process a refund or replacement as soon as the courier has completed their investigation into the claim.

9.2 Process for parcel lost in transit

We will process a refund or replacement as soon as the courier has conducted an investigation and deemed the parcel lost.

10. Customer service

For all customer service inquiries, please email us at info@venessadiamonds.com