



Dokument č.: EN 002-2024

SOSNA GEMS INVESTMENTS INC.

7901 4th St N, Ste 300, St. Petersburg, FL, 33702, USA

EIN: 32-0763482

Legal Form: Corporation

Document No.: EN 002/2024

Document Title: Warranty and Service Terms for Traded Gemstones

Date of Issue: February 15, 2024

Effective From: February 15, 2024

Prepared by: Legal Department

1. SCOPE OF WARRANTY

1.1 Authenticity Warranty

- The Company provides a lifetime authenticity warranty for all natural gemstones purchased from SOSNA GEMS INVESTMENTS INC.
- The warranty applies solely to the natural origin of the gemstone, not to its color, clarity, or grading.

1.2 Quality Warranty

- The warranty does not cover natural changes in the gemstone's properties due to aging, light exposure, temperature, or chemical interaction.
- Any color change, microfractures, or other damage due to improper storage or handling are excluded from the warranty.

1.3 Jewelry Warranty

- Jewelry purchased from the Company is covered by a 24-month limited warranty.
- The warranty does not apply to mechanical damage, normal wear and tear, or gemstone loss due to misuse or improper care.

1.4 Warranty Claim Conditions

- A valid gemstone certificate is required for any warranty claim:
 - GIA, IGI, HRD (for investment-grade gemstones)
 - Company-issued certificate (for standard gems such as garnet, aquamarine, tourmaline, etc.)
 - Claims submitted without a valid certificate will be rejected.
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2. WARRANTY CLAIMS AND SERVICE CONDITIONS

2.1 Warranty Claim Procedure

- The customer must contact customer support at: info@sosnagems.com
- The item must be shipped to the address provided by the Company at the customer's expense.
- If the claim is approved, the customer will receive an identical or higher-valued gemstone, or a full refund.

2.2 Shipping Costs

- If the claim is approved, return shipping is covered by the Company.
- If the claim is denied, all associated costs are borne by the customer.

2.3 Gemstone Replacement

- If the original stone is unavailable, the customer will be offered an equivalent or higher-value gemstone.
- If no suitable replacement is available, the original purchase price will be refunded.

2.4 Mechanical Damage

- Claims will be denied if the item is cracked, chipped, broken, or otherwise damaged due to physical force or improper storage.

2.5 Jewelry Repairs

- The Company offers fee-based services for resizing, repairs, and ultrasonic cleaning of jewelry.

3. SERVICE CONDITIONS

3.1 Services Provided

- Free annual jewelry cleaning
- Jewelry repairs and resizing – subject to current price list
- Gemstone recutting or re-certification – based on expert assessment

3.2 Service Information

- A full list of services and pricing is available on the Company's website: www.sosnagems.com

4. LEGAL LIMITATIONS AND WARRANTY EXCLUSIONS

4.1 Warranty Exclusions

- The warranty does not cover:
 - Damage caused by normal wear
 - Alterations performed by third-party jewelers
 - Color changes due to exposure to chemicals
 - Improper use or storage

4.2 Governing Law

- All legal matters shall be governed by the laws of the State of Florida, USA.

4.3 Alternative Dispute Resolution

- Disputes may be resolved through voluntary mediation prior to formal proceedings.

4.4 Arbitration Clause

- The parties agree to resolve any disputes under this document by binding arbitration in accordance with the rules of the **American Arbitration Association (AAA)**.

5. ADDITIONAL SERVICES AND EXTENDED WARRANTIES

5.1 VIP Service

- Clients who exceed a designated investment threshold are eligible for complimentary premium services such as cleaning, repairs, and recutting.

5.2 Extended Warranty

- Customers may purchase extended warranty coverage up to 10 years for gemstones and jewelry.

5.3 Gemstone Insurance

- The Company offers optional insurance coverage for gemstones, including loss, theft, or accidental damage, according to the applicable insurance terms.

Approved on behalf of the Company:

Date: February 15, 2024

Martin Sosna

Chief Executive Officer (CEO) and Member of the Board of Directors

SOSNA GEMS INVESTMENTS INC.