

Ultimate Diamond Upgrade Program

As part of our lifelong commitment, Ultimate Diamond offers a lifetime diamond upgrade program for all GIA-graded diamonds. Contact our Diamond & Jewelry Consultant at 1-646-366-8018 or email us at care@ultimatediamond.com to learn more and choose your new diamond.

Upgrade Guidelines:

- **Eligibility:** Applies to GIA-graded natural and colorless diamonds from Ultimate Diamond. Colored diamonds are not eligible. Like-for-like upgrades (e.g., lab-grown for lab-grown or natural for natural) are standard. Other upgrades may be considered case-by-case.
- **Credit Value:** Receive 100% credit of the original diamond's price toward a new diamond, which must be at least twice the price of the original.
- **Multiple Diamonds:** You can upgrade one diamond for multiple diamonds or vice versa, provided the new selection's price is double that of your original purchase.
- **Condition:** Your diamond must be in its original condition with the original grading report.
- **Damage Disqualification:** Any damage to the original diamond disqualifies it from the upgrade program.
- **Eligible Countries:** Available for US purchases; other countries may qualify case-by-case.
- **Grading Report:** The original grading report must be returned in reusable condition; fees may apply for damaged or missing reports.

- **Credit Basis:** The credit value is determined solely based on the diamond's value.
- **Ring Settings:** If your setting fits your new diamond and is reusable, we'll set your new diamond in the original setting. If not, the original setting will be returned to you.
- **Earrings and Pendants:** Original settings cannot be reused for earrings and pendants, and no credit is offered for them. They will be returned with your new order.
- **Non-Ultimate Diamond Settings:** Diamonds not originally set by Ultimate Diamond must be returned without the setting.
- **No Discounts:** Upgrade orders are not eligible for discounts, coupons, or price match requests.
- **Return Process:** Your original diamond must be returned and accepted by our Quality Assurance department before your new selection ships.
- **Returns:** Diamonds purchased through the Ultimate Diamond Upgrade Program cannot be returned for credit but can be exchanged within 30 days.