

LIGHTBOX

LABGROWN

Maker-Mends Ltd is a 3rd party repair service provider on behalf of Lightbox Jewelry which has now closed. Please follow the steps below.

1. Are you within your warranty period, (Lightbox Lab-Grown diamond jewelry have a 1 year warranty)?
2. If you are within your warranty period we will automatically send you a pre-paid envelope with packing for you to send your item to Maker-Mends Ltd.
3. Please email us with your order number and address to lightbox@makermends.com

Please note if your item/s are not under warranty and a quotation for repair is not actioned there will be a charge to cover post to have the item returned.

4. If your item is out of warranty please email us your address and we will send you a pre-paid envelope to send your item/s to us. After we receive and make an assessment we will contact you regarding what we can do to help. Please make sure you enclose a copy of the original purchase receipt. Please contact us at lightbox@makermends.com
5. Please note all pre-paid envelopes are covered to a maximum of £2,500, if the item being sent in is of a higher value please contact us at lightbox@makermends.com
6. Ring sizing is not covered under the Lightbox warranty but if you wish to send in a ring for sizing we are happy to offer this service.

If you have any additional questions then please email us at lightbox@makermends.com