



Purchase Policies

You can buy the products that are available for sale and are feasible to manufacturing in our Studio.

All our prices are in US Dollars (USD) and already taxes are included (VAT 12%).

Once you have selected the products you wish to purchase, ARIU will determine their availability in stock or feasible manufacturing in this particular case, we reserve ourselves establish the time for delivery, prior agreement with the customer.

Check that all shipping data and address are correct and complete, the success of your shipment depends on this.

For ARIU it is essential to keep you informed about the status of your order, that is why we will send you to the email you have registered, each advance of your request, from the confirmation of the purchase order to the moment of the product delivery.

If you have any additional questions, write to the purchase advisor who is processing your order or call to our offices in Quito-Ecuador.

(+593) 2188 054

Hours: Monday to Friday from 10:30 a.m. to 6:00 p.m.



Shipping Policies

NATIONAL (Ecuador)

Order processing: 2 business days (48 hours).

Delivery: 1 to 2 business days from the date of shipment.

Returns: Returns are accepted within a maximum period of 15 days, only in case that the jewelry pieces are in perfect conditions, without use, with the corresponding labels and original packaging, pieces must arrive at the Company in these conditions.

The shipping cost corresponds to the buyer. The cost of reshipment will be paid by ARIU Co. only in case that the customer has not received the product requested in the order.

WORLDWIDE

Order processing: 2 business days (48 hours)

Delivery: 5 to 8 business days from shipment date (depending on the area)

Rates and Taxes at destination: They must be paid by the customer.

Returns: Returns are accepted and the refund will be made only in cases that the customer has received a different product than the one requested in his order, for which he has a notification period of 5 business days from receipt. ARIU ships the product in perfect conditions.



DHL Insurance

ARIU Co. is not responsible for unfortunate events such as damage, theft, or loss of the package during the export and transit of your order. In these cases, the insurance provided by DHL will be applied, with ARIU Co. being exempt from any responsibility, we will always do our best to provide you with the best service, following up on your order.

We hope you enjoy the ease and convenience of shopping online with ARIU. Your trust in our site and your security on the web are very important. For this, we put at your disposal the policies and other resources so that way you are well informed.

Repair guarantee

ARIU Studio jewelry pieces are guaranteed for life.

The repairs caused by manufacturing defects have no cost but a replacement of the product.

If the natural defects of time are caused by use, they will be subjected to analysis by our jewelers to establish the cost. These repairs are carried out in our Studio (Quito-Ecuador).

You can send the damaged parts to us (shipping costs are paid by the customer).

ARIU reserves the time that will be necessary to make the maintenance service.