

Subj: **Re: Loose Stones**
Date: 8/8/2006 9:07:28 A.M. Eastern Daylight Time
From: janice_ [REDACTED]
To: info@itstheprice.com

Steve,

I appreciate your offer. Unfortunately I have a large problem. I bought the 1.91ct. stone through [REDACTED]. They promised if I didn't like it that they would return it at their cost. When my jeweller looked at it and measured its dimensions, it was not the same but smaller than the certificate. It came in a setting which I was told was for insurance purposes. The only way to weigh the stone was to take it out of the setting and he said it could be put back if I didn't want the stone. Our hope was that it was only off slightly but it wasn't. It only weighed 1.77ct. I returned the stone and they were looking for a new one for me. While the stone was being returned I was told that since it was removed from the setting, the refund or exchange was void. Now that they have it they said it is not the original stone they had sent. I called as soon as it was discovered that the stone was only 1.77ct, and the guy who sent it said he didn't weigh it before sending it. However, now it is my problem and they wish to send the stone back.

I have contacted my Mastercard company and they are working with me. Until I get this resolved, there is nothing I can consider purchasing. My husband's biggest concern has certainly come true.
Thanks for your help,
Janice

info@itstheprice.com writes:

>Janice,
>
>You should still compare...so that you're completely satisfied one way
>or the other.
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