**FAQ:**

#### Q: What sizes are available?

**A:** We offer American sizes from 4 to 13, including half sizes. Here’s a table mapping American sizes to millimeters:

| **American Size** | **Diameter (mm)** |
| --- | --- |
| 4 | 14.9 |
| 4.5 | 15.3 |
| 5 | 15.7 |
| 5.5 | 16.1 |
| 6 | 16.5 |
| 6.5 | 16.9 |
| 7 | 17.3 |
| 7.5 | 17.7 |
| 8 | 18.1 |
| 8.5 | 18.5 |
| 9 | 18.9 |
| 9.5 | 19.3 |
| 10 | 19.7 |
| 10.5 | 20.1 |
| 11 | 20.5 |
| 11.5 | 20.9 |
| 12 | 21.3 |
| 12.5 | 21.7 |
| 13 | 22.1 |

Q: Can I add an engraving to my ring? A: Yes, you can add an engraving of up to 20 characters.

Q: What materials are the rings made from? A: Our rings are available in gold, silver, platinum, and titanium.

Q: What is the delivery time for a custom ring? A: Delivery typically takes 2-3 weeks depending on your location.

Q: How can I track my order? A: You can track your order by logging into your account and viewing your order history.

Q: Is there a minimum order quantity for custom rings? A: No, you can order as few as one custom ring.

Q: What surface options do you offer? A: We offer polished, matte, hammered, and brushed surfaces.

Q: Can I see a preview of my ring before placing an order? A: Yes, our design tool provides a preview of your ring before you finalize your order.

Q: Do you offer bulk discounts? A: Yes, we offer discounts for bulk orders. Please contact our sales team for more information.

Q: What is your return policy for custom rings? A: Custom rings can be returned within 30 days of delivery, provided they are in their original condition.

Q: Can I change my order after it has been placed? A: Changes can be made within 24 hours of placing the order. Please contact customer support for assistance.

Q: What payment methods do you accept? A: We accept major credit cards, PayPal, and Apple Pay.

Q: How do I care for my custom ring? A: We recommend cleaning your ring with a soft cloth and avoiding exposure to harsh chemicals.

Q: Can I order matching rings for an event? A: Yes, you can design and order matching rings for weddings, anniversaries, and other special events.

Q: Are your materials eco-friendly? A: We offer eco-friendly options like recycled gold and silver.

Q: Can I get assistance with my design? A: Yes, our design team is available to help you create the perfect ring.

Q: What happens if my order is damaged upon arrival? A: If your order arrives damaged, please contact us with a photo of the damage, and we will send a replacement.

Q: Do you ship internationally? A: Yes, we ship to most countries worldwide. Shipping times and rates may vary.

Q: How can I contact customer support? A: You can reach customer support via email, phone, or live chat on our website.

Q: Can I reorder a previous design? A: Yes, you can easily reorder previous designs by logging into your account and selecting from your order history.

Q: Do you offer gift cards? A: Yes, we offer gift cards that can be purchased and used towards any custom ring order.

Q: Are there any special care instructions for eco-friendly materials? A: For eco-friendly materials like recycled gold, we recommend gentle cleaning with a soft cloth to maintain the material’s integrity.

Q: What is RingDesigner? A: RingDesigner is an online platform that allows users to design and order custom rings. We cater to both individual customers and businesses, providing a range of styles, materials, and high-quality craftsmanship.

Q: How long has RingDesigner been in business? A: RingDesigner has been proudly serving customers since 2018.

Q: Where is RingDesigner located? A: Our headquarters is located in New York, USA, and we operate multiple production facilities to ensure efficient service and delivery.

Q: Can I cancel my order? A: Orders can be canceled within 24 hours of placing the order. Please contact customer support for assistance.

Q: What are your business hours? A: Our customer support team is available Monday to Friday, 9 AM to 6 PM (local time).

Q: Are there any additional charges for international shipping? A: Yes, additional shipping charges and customs fees may apply for international orders.

Q: Do you offer expedited shipping options? A: Yes, expedited shipping options are available at an additional cost. Please select the expedited shipping option at checkout.

Q: Can I use multiple discount codes on a single order? A: No, only one discount code can be applied per order.

Q: Do you offer design templates? A: Yes, we offer a variety of design templates to help you get started.