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Brilliant earth chicago reviews

You're booked! Thank you for booking an appointment in the Shining Land! A jewelry specialist will contact you shortly to confirm your appointment. Requested appointment! You will receive an email confirmation of this request shortly with the details of the appointment to follow. How do I know I can trust these reviews of The Bright Land? How do I know I can trust these reviews of The Bright Land? 2,683,001 consumeraffairs reviews are verified. We require contact information to make sure our reviewers are real. We use intelligent software that helps us maintain the integrity of revisions. Our moderators read all reviews to verify quality and kindness. For more information about opinions about ConsumerAffairs.com please visit our FAQ. Edward de Thousand Oaks, CA Verified Reviewer Original review: June 9, 2020With my 30th wedding anniversary approaching, I wasn't sure what I could get my beautiful wife to show her how lucky I am to have her, so I got to the web. My first instinct was, of course, a good gem, but I wanted it to be special. I assumed this would not be easy because all stores are closed due to COVID-19. I was happy to see the Shining Land offers virtual dating during these crazy times!!! I booked my 50-minute Zoom call right away so I could talk to a consultant and get them to help me out a little bit. This experience was just amazing to me!!! I was able to tell the consultant a little bit about my wife and was even able to show them some of her favorite pieces of jewelry from home so we could find piece that suits her style!! Thank you Bright Land for making moments like this a little easier!!! I highly recommend them!! Willy of Denver, CO Verified Reviewer Original review: June 6, 2020I'm not usually the kind of person who takes time to write a review, but Brilliant Earth's service and products are so amazing that I knew I had to come online to share. From start to finish, the Brilliant Earth team makes you feel like you're the most important customer to them. They care about your story and really want to understand what you're looking for. Care. I never felt like they were trying to sell me or something. I told them my budget (which was a little modest) and they helped me build the most beautiful engagement ring for my fiancé. My experience was so exceptional that my now fiancé and I will see them again for our wedding rings as well. Simply excellent customer service. Michelle de Midlothian, TX Verified Reviewer Original review: March 27, 2020I was browsing her online collection and decided it would be worth driving a little further away from my way to visit her store. Your onsite was just unbelievable. The saleswoman took her time to explain the different cuts and qualities and seemed to really love what she did! She was not insistent at all and took her time showing me everything even though she knew I wasn't on the market for those items, she just loved her beauty! I wanted to share with me. I'm glad you did! Ultimately, my visit to your location gave me the reputation of the brand I was looking for to pull the trigger with my desired item online. I wish I could share the commission with her, but when she was in the store, she wasn't ready to make the purchase yet. After a little more local navigation and meditation I ended up finishing my purchase on your website. My delivery arrived faster than expected and I am very happy with the overall experience and selection offered by its location. You've won a client for life! Read Allison's full review of Schiller Park, IL Verified Reviewer Original review: March 12, 2020Enwhen a good jeweler is quite difficult as it is, but finding one you trust to work on a family heirloom is definitely worth coming online to share a review for. My mother's necklace had been passed on to me and there was a beautiful jewel in the middle that had been released and fallen over time. I had hidden it in my jeweler and completely forgot to get it fixed. I finally decided to do some research just to try to find a reputable jeweler to share with such an important piece. In addition, I must mention that stone was a specific shape and texture. The help I received at Brilliant went beyond anything I could imagine. The staff was attentive and patient in helping me select the right replacement part and also in making sure my necklace was in the right hands and would be handled with the utmost care. I received it back within their advised delays and the work they did was nothing short of amazing. I am delighted with the work and service they provided. They exceeded my expectations and I would highly recommend them. Read Robert's full review of Elk Grove Village, IL Verified Reviewer Original review: January 10, 2020No I have much time to shop, but I was looking to get my wife something special for our 30th wedding anniversary. A few months ago, she had mentioned that she was looking for a new diamond ring, so that's what I settled in. I wanted to get you a custom ring with diamonds and amethysts (your favorite gemstone). Honestly, I wasn't sure where to start, or when I'd find time to build a custom ring with my busy schedule, but I found out you can do it all online. I was able to use his online tool to build and customize a ring, and then show my wife so I could have some final information about the design. She loves her new ring, and I loved how easy it was to get her such a special and unique gift. San Francisco Schmeler, CA Verified Reviewer Original review: December 31, 2020As a novice jewelry buyer, was hesitant to buy online without seeing product in person. After doing my research, talking to customer service, and detailed off-site images, I decided to go for it! Happy with my purchase and I'll tell all my friends. Alisa of Philadelphia, PA Verified Reviewer Original review: December 9, 2020Overall had a good shopping experience the showroom. I never felt pressured in any way, and all my questions were answered. It's something I've always wanted to do. These guys know their stuff! Lois of Philadelphia, PA Verified Reviewer Original review: December 5, 2020With our 5th anniversary coming I returned to the Bright Land for a unique gift. It was easy to find with the wide selection and quality. Website is very easy to navigate, I found some things that I know my wife would like to know where to buy when I need another gift. Thank you!! Veronica of Aurora, CO Verified Reviewer Original review: November 26, 2020The filtering options are great and made finding what you wanted very easy. I found great gift options for many people in my family. Transaction was quite easy and I received my order pretty quickly. Very happy about this. Manuel de San Francisco, CA Verified Reviewer Original review: November 19, 2020S my wife found the perfect ring for her thanks to the website. It's very easy to find what you're looking for, and the quality of the images and videos really helps you see every little detail. This helped a lot and made the transaction even smoother. Next Share your thoughts with other couples I can't believe how in love we are with our wedding bands and my engagement ring! Brilliant Earth's website is amazing and extremely easy to use. Its interface and customer experience made us feel confident in choosing our perfect wedding... rings, and when they arrived they were exactly as they seemed online. They are absolutely beautiful and we have already recommended Brilliant Earth to all our friends and family. We have received so many feedback and will definitely use them for future jewelry gifts! They have great customer service. That's one of the reasons I bought here. All my questions answered on time. I always felt well taken care of. Keep up the great service! I had to go back to Shining Earth for the wedding bands to match the engagement ring we had bought last year. It's something I've always wanted to do. I love the quality of your jewelry and the fact that your products are of ethical origin. I found the perfect band to blow up the question to my now fiancé. If I had to do it all over again, I'd buy the Shining Earth every time. It was easy to choose what I wanted. The Bright Earth has an incredible selection of rings. Your high quality photos and videos help a lot. I like that I can get a diamond grown in the lab free of conflict. Thank you Bright Land for doing things that ... it's ethically responsible! The video function of the rings is really something else! Being able to see what it looks like in real time is great. I had an easy time finding a match for my wife's engagement ring with the offered from the site. Thank you! Lots of options and customization with Brilliant Earth. I had a budget set and they were understanding and didn't try to even sell me anything I couldn't afford. It would change a about this transaction. I chose The Bright Earth for my engagement and wedding ring because I wanted a sapphire and I wanted my ring to be as ethical and cruelty-free as possible. The ring exceeded all expectations! It's unique and I'm proud to use it. We decided to buy through the Shining Land and a great selling point for us was how their diamonds are of ethical origin. I looked at a lot of companies and they didn't cut it for us, the quality here is also amazing. Win the win! The online site is amazing. The prices are excellent for the quality of the diamonds. Checkout is simple and fast. A friend recommended Bright Land to me, and I'm glad they did. Having bought my wife's engagement ring through the Bright Land, I wasn't a brain to buy here again when I looked for a present for my wife. Endless selection and wonderful customer service. Thank you! I came across the Shining Land through my Instagram app. I was on the market for an engagement ring and had a quick look at what they have. We took a quick look and the more I looked, the more I liked it. He ended up finding just what he was looking for... d I am very happy with my purchase. Thank you! Your making your own engagement ring feature is great. It puts other sites features similar to shame. I bought around and the price at Brilliant Earth is unbeatable. I love it! I'll never forget the experience of choosing an engagement ring with my girlfriend. Brilliant Earth provided a unique and streamlined system that made every step in the process convenient. He found exactly what he wanted! Bright earth was the best online purchase of diamonds and engagement rings I could find. They had a great variety, which is very easy to look through. When I found the Shining Land, it was a breath of fresh air! All the information was clearly arranged and easy to find. The purchase process was very simple. Thank you Bright Land! I bought around here quite a while before I decided to go with the Shining Land. They offered the best quality at the best price and that's why I chose them. I trusted the product and I can't wait to see it in person. If I h... bird any issues I think your customer service will be able to take care of everything. I saw an AD in IG for the engagement ring and I knew I'd get it. I visited the San Francisco store to buy an engagement ring for my fiancé. The staff were very knowledgeable and helpful in selecting the perfect ring. Never... Excellent customer experience and very professional service. They fixed and restored an old family ring that went very well. I loved your service and kindness. They have a beautiful jewelry collection and excellent service for ... I got a beautiful and pretty valued golden chain from Brilliant Earth and they were a work with them. I bought some, but I found they had the best selection. I highly recommend! Brilliant Earth made my custom engagement ring and wedding band and are so unique and the last few years, my husband has gone there for every gift. From birthday gifts, Valentine's gifts, to my engagement and wedding band. His friendly approach made every special occasion a pleasant experience. It is the first st... op for each special event and we never leave without feeling very well taken care of. Beyond that I'm happy with my recent purchase of Brilliant Earth. The delivery arrived on time and was wrapped very well. The ring I bought was exactly as advertised and I am very happy with the quality and condition in which it arrived. Buy... If you're looking for somewhere else to stay, you'll find it's a great place to stay. The quality of the rings was great and came as ordered. All other services have been a nightmare. We were told that the engagement band and the wedding band could be welded together (one of the reasons we chose them). We were charged and then I had to send i... n the bands. A few weeks later, they sent both rings to me without welding them and without explanation. I called and there were no apologies or explanations, which only asked us to send them back. I'm glad you wanted until after the wedding because you had them for over a month before you called me to tell me that the rings couldn't be welded together as originally indicated. (Yes, that means they had TWICE for quite some time before someone informed me that I could not meet what I originally said was possible and I was charged for). They've offered to clean my rings a little and refund the money, but I still won't get my rings back almost another month and they've really done nothing to make up for all their mistakes and poor communication. I wouldn't recommend it. I have to have the engagement ring I bought for my fiancée adjusted because of the size and service was as big as when I bought it. Customer service is amazing here! I bought my bracelets to match bridesmaids from here as your thank you gift or be at my wedding party and are very happy with the final product. They were simply beautiful and reasonably priced. Exactly what we were looking for and the ... end product was more than I could have expected. We bought our wedding rings through the Bright Land because of the pandemic, as our regular jeweler who made the engagement ring is closed. I was nervous because I was worried they wouldn't match their engagement ring completely, but the Shining Land made a ... amazing work and you can hardly say they weren't bought in the same place. I just received my fiancé's ring in the mail and it's as impressive as I can remember on the website. It arrived before the expected delivery date and the box even has a good light inside to really make the ring shine when... rst opens it. I called them when I was order because it really wasn't safe in size, and they assured me that I would have no problem that resized should be. Great service and very good quality. Bright Earth is a great website with so many beautiful and elegant pieces! It's something I've always wanted to do. Your search allows you to reduce based on the price or details of the product and ... makes it very easy to find what you're looking for. They also return local charities so you can always feel good about supporting them. I love your stuff. My now husband got my engagement ring from the Shining Land. And I decided to look there for my wedding band too. Both purchased rings are of incredible quality. The customer service to schedule for the ring to be delivered to a FedEx location was ... I recently bought and received an engagement ring for my girlfriend and had great service that I promised I would take the time to come online and write a review. I was suggested Shining Land by a friend who bought with them bef... Mineral. They have an extensive collection and a budget for anyone. I was able to find exactly what I was looking for, as my girlfriend had already shown pictures of rings she liked, and I bought it directly from her site. I thought I was crazy buying such an expensive purchase online, but with COVID-19 running, I was stuck with little options. I am delighted with the quality and shine of the ring and I am sure my girlfriend will also love it! The main mission of The Shining Land to be conflict-free is so refreshing. I love supporting brands that are trying to make a difference in the world! In addition, your jewelry is simply stunning. There are pieces for each style and for all ages. Male: My fiancé and I decided we weren't going to push our wedding plans until after the pandemic and instead planned a little intimate wedding in our backyard. We had forgotten to buy wedding bands during all this mess of rearranging everything... the wedding details and we found ourselves without any and our wedding was fast approaching. We came across the Brilliant Earth website and they had the exact designs that interested us both. We had to call to confirm that we would receive him on time and we were helped by a lady so charming that she wish she had taken her name. She assured us that we would receive the order on time and we did! High quality products and wonderful service. The moissante stone itself is very nice, but they did a terrible re-size work of both rings, and it only took a couple of months for the rhodium to begin yellowing. I had to take the rings to a local jeweler for repairs of less than a year ... I had a problem at checkout so I had to call their customer service line and the representative was very friendly and easy to talk to. It really made the experience much more enjoyable and She helped me through the box and my order w... ent through very well with your help. I even went into the details of my order after it was shipped to expedite the order, so I was sure I would arrive on time. Excellent service! Es Es to buy engagement rings during a pandemic, but I came across the Brilliant Earth site when searching for images of engagement rings. He didn't really know where to start, but his website made it easy to navigate and dimension using his f... iters. You can add your quote and criteria right there and it will show you all the different rings depending on your choice options. It made it very easy for me. The ring arrived and was like the images online. Great quality. I'll buy from them again. I had a wonderful experience working with Brilliant Earth. I recently picked up a custom ring that I created for my wife with her birthstone. The staff was able to take all my design ideas and put it together. I will definitely come back for others... My girlfriend kept mentioning how I wanted a Princess Court ring... I had no idea what it was. Fortunately, Brilliant Earth offers an option to customize your own ring and I was able to choose the perfect ring - and cut, very easily! Thank you for ... I was looking for simple but elegant earrings for my wife as a gift for our wedding day for what seemed liked forever. I came across the Brilliant Earth website and was impressed with the options! I have selected a beautiful, minimalist style... ng and my wife was delighted!! This was my first time shopping at Brilliant Earth and I am so happy with mine and my husband's wedding bands! I'm also thinking of buying a necklace with my birthstone... this website has me hooked. My engagement ring is from the Shining Earth, so we bought my company wedding ring too. After two years of wearing the ring, a stone disappeared. We believe that the lifetime warranty would cover repairs as I take good care of... If the ring and it's only been a short time when you think about how long people wear wedding rings for. I wear the ring every day, as most people do with a wedding ring, but I don't do any hard work with my hands. Well, the ring wasn't covered by the warranty and it'll cost \$170 to fix. After only two years of wearing the ring, this is disappointing. If I'm lucky enough to live another 50 years and still wear my wedding ring for life, which most people do, I'm going to spend about \$4,250 if I need to repair it every 2 years. My hope was to buy the lunette ring to go on the other side of my engagement ring for our fifth anniversary, but now I'm going to have to take my business somewhere else. We've already spent \$10,000+ on this company and I don't feel comfortable spending a penny more. It's sad because I'm always congratulated on my ring and I always pass the name of the Shining Land. I can't do this in good faith anymore. I've always loved the Shining Land and was thrilled when my fiancé proposed with an engagement ring from this company. My ring a little big, so I took him to a showroom in early March. We fully understood because of COVID there with... before there are delays. However, our estimated arrival date never changed until customer service, and even the date changed, we would call back after the date had passed, we would get a new date, and this cycle happened several times. During a call we were told that our order was not a priority compared to other orders. We were definitely disappointed by the lack of transparency of COVID-19 effects on all Brilliant Earth social media platforms. We finally received our ring in June. I'm still not sure if I'm going to be able to do that. I saw a Brilliant Earth ad on my social media, so I decided to review them, I'm super happy to do it. I scheduled a virtual appointment and was able to custom design an engagement ring for my now fiancée! It was a great overall experience. Here's my review for the Bright Earth made my wedding band and it came out perfect. I was able to work with a member of your team directly online by booking a virtual consultation and we were able to stay within my budget and so I couldn't be happier! DO NOT ask for them if you need a ring within 2 months or if you care about the details of the ring. When you register they will tell you that your ring arrives in a week, and when that day arrives they will extend it for 3 days for a minimum ... one month. We got an email asking when we needed it and told him I'd be there then. When the ring arrived, it didn't match the online image. We called customer service who told us it was the wrong ring (which we had seen on the floor and could guarantee that it wasn't right), that they could return it and they'd send us the right one. Days later (now within a week of the wedding), we are told that it is the right ring by a totally different person. So again, we call and talk to the customer service that assures us that the images match the product and it is the wrong timbre and our message would be transmitted. She never did, when we talked to who told us it's the right ring, she doesn't have any idea either, and we repeated the story one last time. She again assures us that the rings must match the website and she will talk to who told her it is the right ring to find a solution. We leave in 2 days to get married and Brilliant Earth currently has the ring and our money and has not yet contacted us regarding any kind of solution. I'll give you 2 stars for fair trade and hoping you'll deliver the right ring tomorrow, but we all know the probability is low. Great place! Very friendly, helpful staff who are super polite. They make you feel comfortable no matter how little you know about jewelry. They also have a great selection of rings, necklaces, bracelets and much more! My fiancé and I were very impressed with the selection and customer service at Brilliant Earth. My husband worked with them for my engagement ring (which I love) and now they're helping us with our wedding wedding Also. We have enjoyed... If I could give zero stars, I'd like to. When your ring fall apart in a few months, you can say you were warned. I had problems earlier regarding the loose center stone due to the faulty tips on my engagement ring. I had only had my ring a few... months at this time, so this was VERY worrying, we weren't even married yet. We had a very negative experience with the Shining Earth at the time, but finally the tips were repaired. Fast forward 2 years and no loose tip, no warning sign that faulty tips are having problems again. I just look down and the stone of my engagement ring is gone completely! I was there an hour ago. We contact Brilliant Earth regarding the issue of the tip... again, and missing stone now and we were told too bad, its our problem and we had to pay the full price for a new stone. But not only that, we have to pay \$50 per tip to have them repaired. What? Is your craftsmanship the worst I've ever seen in jewelry and want to charge the customer for repairing their defective product? Unreal! I sit at a desk on a computer 10+ hours a day. I do not build houses, do not repair vehicles or use abrasive materials in any way. I literally write.. All day. My husband feels terrible that he bought my ring here. We have had many issues with the quality and rudeness of customer service and it feels like your fault for choosing this jeweler. I told him I'd appreciate this ring forever because he chose it, regardless of the terrible company that created it. So we've decided to take my ring to a more reputable local jeweler who backs up his craft boat and treats customers with respect. This will void the warranty, but what warranty? Your warranty is trash and covers NOTHING. They sell low quality jewelry at an inflated price and give you the middle finger when you have problems with it. This other jeweler will replace the stone, have the tips either reinforced or a completely new basket installed that is of good quality. 2 great attacks on the Bright Earth with us in 2 years. We're done. The Shining Land will never get a penny more from us, not even to repair its defective jewelry that I will spend the rest of my life wearing. Woman- My husband worked with Brilliant Earth to design the most beautiful engagement ring. I get compliments wherever I go. It's more beautiful than I could have imagined! At first we were very happy with our decision to go with the Shining Land. We went to the Philadelphia showroom for an appointment once we found out they had reopened. The experience was great and we were very excited. However, the ring arrived and... it's too big. As someone who has never worn rings I didn't know my and I didn't realize how much fingers change due to swelling. They gave advice and used a ring size (well, I used it on myself because of COVID). It's been almost two weeks since we left him and he was sent to CA to resize. Very frustrating for a newly engaged trying to plan an engagement party! I wanted to share hope of helping other brides not to experience the same thing in the future. Brilliant Earth offers fantastic service and absolutely beautiful jewelry. They made our personalized engagement and wedding bands and we love them. Their staff is very helpful too. I can't wait to buy there again! If you're obsessed with rose gold like me, Brilliant Earth has so many options for wedding rings, engagement rings, necklaces, basically everything is offered in rose gold! Sometimes when you buy your alliance you want something that's less traditional and I love that Brilliant Earth offers some more fashionable and unique options. My husband bought my engagement ring and Brilliant Earth wedding band in 2010. Stunning rings. Not to mention excellent customer service. Recently I had to send my ring to be repaired because a diamond was missing and I have to... and the customer service I had from Christal Mixon was Exceptional which is so professional and attentive. Thank you for your excellent service and for having people like Christal in your business. Someone who really cares about the needs of customers. I highly recommend Brilliant Earth. My fiancé got my Shiny Earth engagement ring and it's perfect. He went to a showroom in Philadelphia and was helped to decide between different scenarios and even to choose the perfect diamond. Ethical jewelry is important to me, so... s on the moon when I found out he received my ring from the Shining Earth. He gave me the Viviana with a 1.2 ct. diamond. Bright ground also provided an insurance assessment and a cleaning tool at no additional cost! My fiancé bought my Brilliant Earth engagement ring in 2018. It is a lovely ring and the customer service was first class. It wasn't a surprise that we came back this year to buy our wedding bands. Gabrielle was so nice and helpful... ul when we visited the showroom to choose these and follow up to make sure we were completely satisfied with our purchase. We will continue to marry on 9/6, regardless of the current pandemic and we cannot thank Brilliant Earth enough for playing such an important role in helping us with our wedding rings. Surely we will return to the Shining Land on Newbury St for all future jewelry purchases - we can't say enough good things about them! My wife and I ordered our wedding rings and were very happy with how they turned out. It can be difficult to buy such an important purchase online, but with this pandemic underway, it's not easy to get to a great jewelry store. Your site offered ... exactly what we had been looking for and offered convenient shipping options that suited our needs. The rings arrived on time and very well packaged. Let's go shopping with them again. My friend referred me to the Shining Land when I was looking for my engagement ring for fiancés. The overall experience was exactly what I was looking for. The staff at Brilliant Earth were extremely friendly and so useful. Thanks to the entire maki team... Fantastic service! They make sure to answer all your questions and that you are completely satisfied with your choices. I am very happy with my engagement ring and wedding band. Thank you Bright Earth I've been with my boyfriend for almost 6 years and as you can imagine, I've been sending you screenshots of different sleep rings for years as a not-so-subtle clue. Last month, to my astonishment he finally said, why not design t... Does he call you? I got my laptop right away and looked for a company that would allow me to customize my engagement ring and fell on the Create Your Own Shining Earth Engagement Ring page! In three simple steps I was able to create exactly what I wanted !!! Thank you Bright Land, I couldn't be happier !!! As I looked for ideas for my wedding band, I quickly realized that men are limited to certain options and all seemed pretty standard. It's something I've always wanted to do. My now sister-in-law suggested that you check... off the Bright Earth website and boy I'm happy he did it! I couldn't believe the number of options!! So happy with my wedding band, it's timeless but fresh and modern! My partner and I recently visited the Bright Land. We were interested in having custom wedding bands made and had in our minds what we wanted them to look like. The sales partner spent a lot of time with us reviewing the design, the material... and the production process. We visited other jewelers in the area, but felt more comfortable with the Shining Land. Throughout the design and production process we remained informed of the status and progress of the rings. The end result was absolutely beautiful and exactly what we had wanted. If you're looking for somewhere else to stay, you'll find it's a great place to stay. We couldn't be happier and we're grateful to the Bright Earth for creating our unique rings exactly the way we wanted them. We highly recommend them for their exceptional search and excellent attention to detail and quality. The Bright Land has the most experienced and patient sales associates than anywhere else I've ever bought before. Definitely make an appointment with someone on your team to make sure you get the best experience ever. Get an idea of what... you're looking for and a price point in advance to make the experience smoother, but even if you don't know what you want at all, they will be able to help you safely. They know their products inside and out and can really think about factory ideas and help design their own thing. If you're looking for somewhere else to stay, you'll find it's a great place to stay. I'm usually not the kind of person to take time to a review, but Brilliant Earth's service and products are so amazing that I knew I had to go online to share. From start to finish, the Brilliant Earth team makes you feel like you're... the most important customer for them. They care about it, they really want to understand what you're looking for. Care. I never felt like they were trying to sell me or something. I told them my budget (which was a little modest) and they helped me build the most beautiful engagement ring for my fiancé. My experience was so exceptional that my now fiancé and I will see them again for our wedding rings as well. Simply excellent customer service. They have the best jewelers here who can really help you design just about anything. I bought my engagement ring from fiancés here and we also had our wedding bands designed with your help. All the rings came out even better than there could be... dreamed or imagined. I recently used their online service for the first time because of Covid, and honestly their call center was very helpful and delivery came sooner than I expected. Very happy with this business and its stellar service and high quality items. I bought my wife's engagement ring as well as our Bright Earth wedding bands. My wife's engagement ring stone came loose and we used her repair service to keep it fixed and her service was wonderful. They even cleaned their... ing for free after it was repaired. This is the kind of service you expect from a high-end jeweler, so I'm very satisfied with Brilliant Earth's after sake service. Ring never came, the proposal as planned was ruined. Repeatedly they lied to my partner that our ring (with a distinctive bluish asscher sapphire) would be with us on a given number of dates, the oldest being Ap... ril 2. They were informed in advance that he planned to propose April 8, a special date for us. April 2nd comes and goes, but there's no ring. You received personal guarantees about a number of calls and emails that are gathering, just a couple more days, but there is no ring. So it's more guarantees, and 'our jeweler is finalizing it', over and over again more lies and more lost due dates... My poor partner was so stressed and upset that he ended up telling me about the proposal. Fast forward until April 17, when manager Rueben finally admits via Skype that the ring was never assembled and that they had 'lost' the center stone. The tracking number was fake. They tried to get us to buy another stone, obviously we refused. The same stone went back on the website a week later. I had my wife a new tailor-made wedding here for our anniversary. They were very nice and helped me choose the perfect ring for my wife. He loves it so much. All the jewels I bought are from here. It's just a great company and they're real... support ethically sourced diamonds and give back to their local communities what we cherish. They are always very nice and go more My husband bought my commitment and wedding bands from Brilliant Earth and I love how they handled our needs when it came to my bands. The jewelers were able to change the size of my finger when I showed them that my band was big. I had no problems... in having a new ring resized and cleaning through its excellent services. Highly recommended. Very happy with the service and products we have purchased from Brilliant Earth. In a serious relationship, a jewelry store is a long-time relationship. Start with smaller gifts, engagement ring, wedding bands, anniversary gifts and so on and ... so on. I feel like Brilliant Earth really understands the customer's journey and puts us first. From the moment I was introduced to the Shining Land, I was a customer for life. I was impressed with the amazing service that makes you feel like a million dollars. From the personalized appointment process to your after-service care, you really know how to set the high customer service bar. Obviously I also work in the customer-oriented world, so I really appreciate when companies leave it out of the park. One of the tips came loose that I was holding the diamond in my engagement ring that we bought from shiny earth quite a while ago. I called their toll toll line to ask about repairs and the associate was extremely nice and cold... So deal with. She advised me on her policies and how to go about returning the ring for repair. The advertised turn around time was accurate and when I got my ring back it was better than before- they even cleaned it very well for me! I loved my ring before and even more now. I swore I'd write this review to praise Brilliant Earth not only for its excellent service to my husband when he bought, but stellar customer service even after purchase with this repair. Excellent service from Brilliant Earth! I came across your website in my desperate quest to find an engagement ring for a surprise proposal. Obviously with the corona virus underway I didn't want to spend time going to countless shops for noth... Ing. I came across your website and immediately found what I was looking for. They had different cutting ranges and stone quality and I found their site very easy to navigate. After making my decision, I chose to call your call center to have some extra security that my purchase would arrive on time. The agent went further and they found a client for her life in me. Really impressed by your customer service and your product. I bought a couple of custom earrings for my wife, a month before our anniversary. They are at least two weeks late now, and they were not helpful in fixing the delay. As a result, the present will not arrive in time for our anniversary. I wa... notified of this delay one day before the scheduled delivery date. My previous calls to them to confirm delivery had all said that the package would arrive on time. This is poor customer service. My wife and I bought our Brilliant Earth wedding bands just before Covid arrived. We were so worried that because some shops and shops were closing during the pandemic that our rings would be delayed and although we were no longer having our... Our... wedding as planned, we decided to continue getting married in a very small ceremony in our backyard, so we definitely still needed our rings. When we called, the manager was the sweetest! She not only confirmed our request and answered our questions, congratulated us on our upcoming nuptials and was very friendly and nice. Wonderful service both at the time of purchase and after purchase. We will definitely refer friends and family to your business. Used this website for the first time and it was a very pleasant experience. The site itself was fun to navigate through and the images were obviously well done. It made purchases easy to filter through my options. It's something I've always wanted to do. r everyone's budget, so definitely don't worry about not being able to afford something. I'm sure they have earrings that are \$1000, but they also have beautiful options for something with a more modest budget-that's why I bought with them. I brought my mother her next gift of life in the Shining Land and she just arrived today! Because of what's going on with Covid right now, I didn't want to go shopping, so I turned to online shopping. I ran into Brilliant... Earth's website and its impressive pieces. What I loved is that they had different items that I could browse by style or even by price point. I was originally going to buy her a bracelet, but I decided on these beautiful diamond earrings and they came in the mail today. I opened them and almost wanted to save them for myself! They're so impressive and brilliant. It's beautiful. I can't wait to give them to you next month, and I'll wait in person! I bought my wife, her Shining Earth engagement ring. While we were on our honeymoon, one of the tips holding the diamond instead came loose. I think this may have been partially due to the way my wife was treating the ring, b... I still thought this was premature. When we returned and went to the store location to ask about the repair, I thought I would have to fight and argue about getting some help with this, however the partner was extremely welcoming and agreed that this issue was premature. She took good care of us and assured us that the repair service would be spotless. He wasn't wrong! The repair was done within a timely manner and they even took the opportunity to have the ring clean for it as well. Excellent service! I recently bought a beautiful brilliant Earth diamond tennis bracelet for a wedding I was a part of. Being the bridesmaid, I wanted to make sure that I had a beautiful piece of jewelry on my wrist for photographs, but also that I... r a lifetime and eventually give up my daughter. The piece was so unique and simply beautiful. It was also very with the service I received when I picked it. There was no more sales or pressure. I did my homework early browsing his website and knew more less what kind of piece I was looking for made my date a lot easier. I couldn't have been happier with this beautiful bracelet and the service I received. I was too busy helping my sister plan her wedding she didn't have time to submit this review before, but overall great service and a wonderful collection! I bought my wife her birthday present in the Shining Land and it was delivered this week. It was exactly like photographed and probably even nicer actually. The quality is simply perfect. They have everything you could be looking for and more. I... I wasn't sure if I had chosen right or not, but my wife loved the ring I chose for her and even if I didn't have the sales partner I spoke to at her call center, she assured me I could trade it for another item if I needed it. My delivery of the Shining Land arrived today, head of your estimated delivery date. Excellent delivery service. It was wrapped so well I didn't even open it. I gave it to my girlfriend early because I was so excited to see the gift... I chose for her. He loved the bracelet I bought! It was simple, but elegant. I am very impressed with my experience and the final product. Definitely buy from them again. Please don't buy! I would have given negative stars if I could. Absolute horrendous experience we bought a diamond from them to have established it as an engagement ring (AU \$11,000). When we went to put it on, the jeweler refused as it would break it... Made. We have 3 more reviews, anyway. We knew he had a little chip and we bought it knowingly. What we didn't know that where the chip was meant it couldn't be set. We're not experts, we were fine with him having a small chip, but we didn't realize this meant it couldn't be set! Brilliant Earth has refused to issue a refund or credit note. This diamond should never have been sold in the first place because of where the chip was, and for an ethical company to knowingly deceive and exploit its customers and sell something to get \$\$ is more than unethical. His answer was to cut it so there wouldn't be a chip and then he put it on. They also said they don't inspect every stone they sell and to do that would require too much work! I was horrified to learn that they do not ensure their quality of their products... Horrible. Ruben, his assistant manager for the customer experience, was awful and borderline abusive on the phone, it was traumatic. His exact words were 'too bad, there's nothing he wants to do for you. He didn't even care if we left bad reviews, his exact words again were 'Go ahead, I won't stop!!!! He also refused to let us talk to anyone else, claiming that he was the only one who could help us and that there was no one else above him, which is ridiculous as a quick Google search found its superior direct. It was supposed to be a moment, and happy in our lives. Please don't buy them! There are hundreds of bad reviews if you're looking. I wish we did... I bought in several jewelry stores before making an appointment at Brilliant Earth. I feel like after all my sailing I'm finally a lot diamond specialist. I've been trying to find an engagement ring for months and I wasn't ... able to narrow down my search. A colleague of mine suggested I make an appointment at Brilliant Earth, and I'm glad I did. The service was exceptional and I think the fact that I did so much homework early really helped my search. The sales partner was able to help me find exactly what I was looking for and was within my budget. The ring was perfect. Very happy with my overall experience. I just wanted to leave a quick thank you for the Brilliant Earth team. Their service and products are like no other in my city and I wouldn't buy anywhere, but here! The staff is knowledgeable and accessible. The quality and selection of... heir goods is amazing. We selected what I was looking for and it was ready days earlier than expected. Super service! Great product at a great price. Fast shipping. Product as described. I found exactly what I was looking for on the Bright Earth website. I can see myself buying again as this experience was very easy! Great service and great products! I will definitely be a repeat customer Professional service, excellent quality and amazing overall experience. From the moment I walked into the door, I was surprised by the service. The staff does their best to make you feel welcome and at ease as you browse your charming collection. The... go diamonds and other jewelry products are just lovely. The staff is very knowledgeable and seem to be well trained in the company's philosophy and information about its products. I made a purchase that I just love and I feel good knowing everything you now know about the company. I recently made a purchase and had to call the call center just to ask about the delivery information. The manager was very friendly and answered all my questions. I am

very happy with the customer service as well as the delivery of my... Luckily, my girlfriend had shared ring ideas with me, so she knew in advance the ring style she would like. I brought those pictures with me to the bright ground for my recent date and really helped the sales associate help me do it closely... wn our search. Although I had a modest budget, she was very sweet and friendly and ultimately helped me find exactly what I was looking for. The ring was available within your suggested delays and I am very happy with the product and service. I love the result of the ring so much that I'm so excited to propose and see your reaction. I will definitely visit again for my next purchases as well. I found this website by accident, but I'm happy I did! it was through an ad, but I clicked and immediately started navigating its amazing collections. Simply beautiful items for any price point. I ended up buying a couple of earrings and I...' m so happy with the purchase. the here is like no other. You are spending good money for high-end quality and the service delivered is what you should expect to spend at that price point. The shops are well maintained, clean and feel as high-end as... products. Excellent products and excellent service. The service here is like no other. You are spending good money for high-end quality and the service delivered is what you should expect to spend at that price point. The shops are well maintained, clean and feel as high-end as... products. Excellent products and excellent service. I don't usually write reviews, but the service I received went above and beyond. The sales staff was extremely attentive, knowledgeable and patient while making my selection. I valued his knowledge and opinion, he was extremely helpful while... doing my shopping. Congratulations to the Bright Land for providing conflict-free diamonds! I had a problem with a recent purchase and the staff were welcoming and helpful. They were able to send my ring for repair and I am very satisfied with the service I received both when I made the initial purchase and when I had to retur... n for assistance with repair. I made my purchase at the bright location on Earth in Boston and I have no regrets! I made an appointment because my fiancé and I were shopping for our wedding rings and wanted to make sure we received the best possible attention- as it is a price ... Purchase. The location was extremely clean and welcoming and the staff too. Everyone was nice and although we had an appointment with an associate, others talked in our discussion and made the experience much better. We received our order exactly when they promised we would and couldn't be happier with the final product. Thank you for your help and our beautiful wedding bands. We'll treasure them forever! I was trying to find a very specific wristband look for my wedding day. It's hard to find exactly what you're looking for when you have a specific idea in mind. I ended up finding the Shining Land after doing a quick Google search to reput... and jewelry companies, and I'm happy I did! I called their customer service line for some help to narrow down my search and the agent was SUPER helpful. I ended up with the most beautiful bracelet that was perfect for my special day and I will always treasure it. Great service and great products! I will definitely be a repeat customerTo the service and merchandise of The Bright Land is wonderful. The staff is well educated in their inventory, the diamond industry and the general information of the company and merchandise is of exceptional quality and style. 5 stars! I had a problem with a purchase I made and needed it repaired. The service after That's great. Although I found their response time a little long, I appreciated their service and returned it within their mentioned delays. The repair was... reat too. My only suggestion would be to provide a faster service. Service. Service.

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