



PRODUCT REPLACEMENT FAQ

Requesting a product replacement is now easier than ever. Whether you are a Party Rep or a customer, you can quickly submit a replacement request using our simple tool in your account. This streamlined process helps us take care of you faster and easier.

HOW DO I REQUEST A REPLACEMENT?

Reps and customers can use BP's automated replacement process by logging into their customer account or Rep account > Account > Replacement Requests. Please be prepared to submit photos of the damaged or defective items.

WHEN SHOULD REPLACEMENTS BE REQUESTED?

Jewelry may qualify for replacement if there is a clear manufacturer or shipping defect. If you are a Rep who receives or reveals jewelry that is bent, broken, missing stones, missing components of a multi-stack product, or otherwise defective due to manufacturing or shipping, please submit the replacement request form within 120 days from reveal.

All replacement requests must be related to a manufacturing or shipping defect and not the result of misuse, accidental damage, or normal wear and tear. Supporting photos or videos of the damaged or defective item will be required when submitting your request.

WHO CAN SUBMIT A REPLACEMENT REQUEST?

Both Party Reps and customers are welcome to submit a replacement request. Customers must have placed their order directly with Bomb Party or a Bomb Party Rep.

HOW LONG DO I HAVE TO REQUEST A REPLACEMENT?

If you are a customer, you will have 120 days after your order to report damages and request a replacement. If you are an Independent Party Rep, you will have 365 days from your inventory order date. This extended timeframe recognizes that Reps may not reveal all items immediately after receiving inventory and may sell or reveal pieces over time.

WHAT HAPPENS AFTER THE REQUEST IS SUBMITTED?

Once your replacement request is submitted, the BP team will review it. You can check the status of your request and communicate with our support team directly from the "Replacement Requests" page. In many cases, replacements can be approved using clear photo evidence of the damage or defect. Some items may need to be returned before a replacement can be issued, and if so, you will receive instructions. Approved replacements will be processed within 15 days. If the original item is unavailable, Bomb Party reserves the right to replace it with the same item, a similar item, or one of comparable purchase price.

HOW WILL MY REPLACEMENT ITEM(S) BE SHIPPED?

All replacement items will be shipped by way of USPS, and these shipping costs are covered by Bomb Party.

WHAT IF THE WRONG RING SIZE IS REVEALED DURING A LIVE PARTY?

If an incorrect ring size is revealed, if the package contains no jewelry, if the item revealed is damaged, or if the ring bomb is more than 50% cracked or missing, the Party Rep should reveal a new product for the customer at no charge. The Rep may then submit a replacement request for the incorrect item, and we will ship the replacement directly to the Rep.

DO I NEED TO RETURN THE DAMAGED ITEM?

In some cases, yes. Certain damaged items must be returned and received before a replacement can be issued. If a return is required, you will be provided with clear next steps after you have submitted the request.

ARE PURCHASES FROM NON-AUTHORIZED SELLERS ELIGIBLE FOR RETURNS?

No. Bomb Party products purchased from sellers other than authorized Bomb Party Independent Party Reps are not eligible for replacement under this policy or any other guarantee or warranty.

WHAT IF MY DIAMOND REVEAL IS DAMAGED OR THE STONE FALLS OUT?

Replacements for diamond reveals must be made by contacting Bomb Party Customer Support through the ticket submission process. For customers, start by opening an account. If you have one, simply log in. Once you're logged in, select Contact BP Support > General Request Form > Contact Reason and choose "Replacements/Damages" from the drop-down menu.

CAN A PARTY REP SUBMIT A REPLACEMENT REQUEST FOR THEIR CUSTOMER?

No. If a customer has a defective or damaged Bomb Party item that falls under our replacement policy, they should log in to their customer account and submit the request themselves. Party Reps can submit replacement requests for inventory items. All requests must be tied to an order in the system.

WHAT IF I CHECKED OUT AS A GUEST, MEANING I WAS NOT LOGGED INTO A FORMAL ACCOUNT? (THIS QUESTION IS ONLY FOR CUSTOMERS.) HOW CAN I REQUEST A REPLACEMENT?

If you checked out as a guest and cannot access the replacement request feature, please create an account using the same email you used to make the original purchase. If you know the email address that you used to check out, you can go to the "Customer Login" page and click "Forgot password." You can then enter the email address that you used to purchase, and an email with password reset instructions will be sent. At this point, you will have created a customer account, and you will be able to access the replacement request feature.

If you do not know the email address you used to check out, then you can contact Customer Support by calling 844-900-2662 (BOMB) Monday–Friday from 9:00 am to 4:00 pm CT.

STILL NEED HELP?

If you are unable to complete the form or need additional assistance, you can always submit a Customer Support ticket by navigating to your account: Contact BP Support > General Request Form > Replacements/Damages.

We are always happy to help and appreciate you being part of the Bomb Party community.