

**1) I have a diamond ring. Is it possible to stretch with this ring stretcher?**

We would not recommend this for diamond rings since when you stretch the ring component that holds the diamond, it expands as well, causing the stone to fall apart.

**2) Product looks like used?**

Some areas, such as slots on spline, cannot be machined due to production constraints, resulting in a dull appearance over time as compared to other polished surfaces. This does not imply that we have provided you with a used Product; all of the products we provide are brand new.

**3) Why is the product sticky with oil?**

Due to the fact that this product is imported and requires maximum protection from the environment, such as rusting, oil is put all over the place. So, when you use the product for the first time, clean it with a clean cotton cloth.

**4) I received a box that was oiled.**

Because of the nature of oil, even when the product is properly packaged, there is a chance that some oil will leak out and cause this problem.

**5) What precautions do I need to take when using this?**

Try not to overstretch the measuring pole after turning the rotary handle 4 to 5 times (with ring) or after the rotary handle becomes stuck, since this may cause damage to the tool or cause the handle to break. Try to use only one stretching therapy at a time. After each stretch, the user must determine if the ring material can withstand the second strain.

**6) Could this product be used with a ring thicker than 1.5MM?**

As it is a hand-operated ring stretcher that cannot accommodate thicker rings than 1.5MM, as compared to a table-top mounted ring stretcher because thicker ring will involve more effort on the machine, and this extra effort will result in machine failure or breaking.

