HERE'S HOW IT WORKS:

This is a two-part system. Every bail, connector, and enhancer has a prong, which has a hook and a tiny magnet. All pendants have a back plate containing multiple ports.

Due to the patented design of these two elements, once the prong is inserted into a port and rotated it's securely locked in, even before the magnets connect.

HERE'S THE IMPORTANT PART: To detach, rotate the prong but don't pull it out. Bring it all the way back to beyond perpendicular, allow the prong to fall back in, and with a very light touch withdraw it.

If you force it you'll damage it. Precious metals are soft and bend easily. Remember, with a very light touch, rotate all the way back, drop it in, and it will slide right out.