

Kate Robbins Handcrafted Jewelry

Frequently Asked Questions (FAQ)

- In what packaging will my jewelry arrive?
- Will my piece be exactly like the one shown on the website?
- What size options are there for each piece of jewelry offered?
- How do you measure for the best fit on a bracelet?
- Do you do repairs?
- What do I do if I am not satisfied with my piece?
- Can I buy your jewelry anywhere else?
- Is all of your jewelry contained on this web site?
- How do I place an order?
- What is the quality of the materials you use?
- How Much for Shipping Within the U.S.?
- Do You Ship to Other Countries?

In what packaging will my jewelry arrive?

Your order will arrive wrapped in tissue paper inside of an attractive sheer fabric gift bag perfect for gift giving or just keeping for yourself. I hand pack every order personally to ensure that you receive it in pristine condition. Whether your purchase is for a gift or a treat for yourself, it will be a pleasure to open.

Will my piece be exactly like the one shown on the website?

I personally make each and every piece of jewelry that I sell. I take enormous pride in the quality of work that I do. Some pieces are one-of-a-kind and you receive the exact work of art pictured. If this is not the case, I make every attempt to match the expectations of my customers. Due to the nature of the natural stones and materials I use and their inherent uniqueness and availability, there may be differences in the piece you receive. Please rest assured that the changes are, for the most part, subtle. I make every attempt to follow the patterning and spirit of the piece displayed on my site. If, for any reason, you are unhappy with your order, I will be happy to replace it with something else or refund your money so long as the piece is returned within fourteen days from when you received it. All I ask is that you return your piece in the condition that it was received accompanied with the original invoice. Please do so within 14 days of its receipt as no returns will be accepted after this date. I am sorry to say that shipping charges cannot be refunded.

What size options are there for each piece of jewelry offered?

The length of my pieces is clearly indicated in each description, and most have options for you to be able to choose at the time of purchase, or comments for your specific requests. Because I allow for very specific indications for you at the time of purchase, I do NOT accept returns due to sizing errors on the part of the customer.

How do you measure for the best fit on a bracelet?

Take a flexible piece of string and measure it to comfortably go around your wrist. Measure it with a ruler (it's not a bad idea to measure it twice for certainty) and send me the size - I will do some special compensating factors and make sure your chosen style is a great fit!

Do you do repairs?

All of my jewelry is made with quality and pride. I do everything possible to ensure that the piece you order is constructed flawlessly. It is essential that you take proper care of your piece to limit the wear and tear. If it does break, please collect the material and **contact me** directly at (302) 292-0982.

Your receipt is your warranty. I will gladly repair any item purchased from me. Please contact me in advance so I know your piece is coming and can discuss repair options with you.

What do I do if I am not satisfied with my piece?

We want you to be happy! If you are not satisfied, for any reason, you may return your NON-CUSTOM piece for a full refund as long as it is returned within 14 days of receipt, and in original unworn condition. If you return it after that time period, I will gladly credit you for the full amount towards the purchase of another item. Please note that I do NOT take returns on CUSTOM PIECES unless my workmanship is at fault. I do not reimburse or refund for shipping and handling charges.

Can I buy your jewelry anywhere else?

At this time, my jewelry is available here on my website, and at select boutiques and art shows. A list of shows is [here](#) (and growing quickly!) - in the meantime, please feel free to contact me.

Is all of your jewelry contained on this web site?

Absolutely not! While I have tried to create a web site that represents a range of what I have to offer, it is by no means exhaustive. I always have designs on hand created for a show or one-of-a-kind pieces. By constantly listening to my customers I am able to continually update and design new pieces. Please come meet me at an art show or, make an appointment for a personal showing. Just **contact me**.

How do I place an order?

The best way to order is through my website shopping cart, offering secure payment through PayPal, a free online payment system, or with a major credit card. However, you may also call me to place an order, make a custom order or to ask questions. I do accept MasterCard, Visa, Discover and American

Express as well as mailed checks and money orders...however, the order will only be shipped when payment has cleared. This means it will add to the amount of time to receive your item.

How long will it take to receive my order?

I try to ship items as soon as possible. Please remember each one is made one by hand so you must allow at *least* THREE WEEKS before shipping. If you need something quickly or by a certain date, please contact me to make sure I can accommodate your request.

What is the quality of the materials you use?

I purchase all of my silver, gemstones and freshwater pearls from reputable dealers, millers of fine silver, and gemstone cutters. With any art glass I use I always endeavor to purchase it directly from the artist or designer. All art glass and gemstones are hand selected by me. I stand by all of my pieces and try to be very specific in the descriptions of my work, as we know many wearers have metal allergies or other concerns. Should you have a question about a particular piece, please feel free to **contact me**.

How Much for Shipping Within the U.S.?

Your new jewelry will be shipped to you by UPS Ground unless you request it be shipped otherwise. All packages are tracked and insured. For purchases over \$150 shipping is FREE. For purchases less than \$150 shipping and handling will be \$7.00. Other countries, please **inquire**. Expedited shipping is available for the difference in cost; please **contact me** for more information.

Do You Ship to Other Countries?

Shipping to other countries (not USA) is handled on a case-by-case basis. I prefer that you **contact me** to discuss arrangements directly, as well as choice of courier, insurance, and possible costs.