

Kate Robbins Handcrafted Jewelry

Policies

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.

Is there a warranty for my jewelry?

I provide a limited warranty for all of my original pieces provided you have a copy of the original receipt. This covers any flaws, defects or normal wear-damage. If you need to return your order, please **contact me** directly at (302) 272-5167 for return information.

Please note that it is important to ship your piece back to me in proper packaging. I cannot be responsible for items that are damaged/lost in the mail. I recommend that you use a small box with insulating foam, and that you choose a shipping method with a tracking number and appropriate insurance.

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.

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.