

## Warranty, Delivery, Return, & Exchange Information

PLEASE CHECK REGULARLY AS WE RESERVE THE RIGHT TO ADJUST OUR POLICIES AT ANY TIME.

Updated: May 11, 2009

### POLICY

- We want you to be happy with your purchase!
- We want your purchase to be worn by you or the recipient!
- Exchange or Merchandise Credit Only (not applicable to custom orders).
- Within ten (10) days of purchase (post marked).
- Sales Receipt Required - From initial purchase. Copy of receipt accepted.
- The returned item must be in its original, unused condition, with no missing, broken, or exchanged stones, and the finish of both metal and stone(s), unscratched and unmarred.
- Returned Items are subject to a restocking fee depending on condition.
- Clearance items are not returnable or exchangeable.
- Custom ordered pieces are not returnable or exchangeable; this includes items that have been custom sized or altered in any way.
- We cannot accept returns without prior return authorization by us. Contact us before returning the item to obtain a return authorization, otherwise the package cannot be accepted. Shipping charges and credit card fees are not refundable.
- Carmel & Michael Schramm / Simply Living Jewelry is not responsible for item(s) lost or damaged in transit.

### SATISFACTION WARRANTY

You will receive a high quality piece of jewelry created by hand, of high quality materials. If you are not satisfied with your order please let us know. Your jewelry will last for many years if treated with reasonable care. All jewelry is GUARANTEED to be free from defects in craftsmanship and materials for one (1) year. Provided you are able to present your sales receipt describing item and the date of purchase. Should the jewelry fail, and our examination reveals it was due to negligence on our part we will gladly repair, replace, or issue a merchandise credit for a period of one year from date of purchase. \*(It will be our discretion as to whether we repair, replace, the piece, or issue a merchandise credit. Rest assured one of these will be done).

Ring Exception: Rings are subjected to extra wear. Some materials used are of a lower hardness; therefore a nominal charge will be applicable if our examination reveals that a ring was subjected to excessive wear within the initial (1) one year period.

If breakage or damage results from sudden accident or failure to care properly for the jewelry, we will gladly repair it at a reasonable cost.

PLEASE NOTE: Currently we are not set up for web e-commerce sales, please visit us at an Art Fair (see show schedule). Or Click On 'Contact Us' and we will reply as soon as we are able, Thank You!

#### ACCEPTABLE PAYMENT OPTIONS:

We respect your privacy! Our website is extremely secure and is protected by our Secure Socket Layers technology (SSL). Any and all the information collected on this site will be kept strictly confidential and will not be sold. PLEASE NOTE: Currently we are not set up for web e-commerce sales, please visit us at an Art Fair (see show schedule). Or Click On 'Contact Us' and we will reply as soon as we are able, Thank You!

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1. Checks drawn on U.S. Banks made out to Simply Living Jewelry (allow up to 10 days for check to clear), If you would like to pay by check, Click On: CONTACT US and list the item(s) you are interested in so we can take them off the site until after your check has cleared. 2. Certified check made out in U.S. Dollars (USD) to Simply Living Jewelry 3. Credit cards (MasterCard, Visa, Discover, and American Express) issued in the United States. To reduce the risk of unauthorized use of your credit card &ndash; All credit card orders must be shipped to the address that you receive your credit card statement. We will ship to other addresses after we have communicated with you to avoid unauthorized use of your credit card. When you are checking out, our shopping cart will take you through the steps to arrange an alternate shipping address,

**\*\*NOTE:** We ship only to customers in the United States. Currently we do not ship outside of the U.S. and do not accept international credit card orders. If you do not live in the USA, payments will be limited to \*bank checks made out in U.S. Dollars (USD) to Simply Living Jewelry. Please email for shipping charges to your country if you are paying by \*check.

#### DELIVERY:

All items that are in stock will be shipped within one (1) to five (5) business days of payment confirmation. [If an item is no longer in stock, due to a previous sale, the customer will be notified within one business day by email. Options for ordering a similar item will be included in this email notice and an alternative time frame will be suggested.

All jewelry is shipped U.S. Postal Service (USPS) Priority Mail, Insured, using the U.S. Postal Service (USPS) and requires customer \*signature on delivery \*(unless prior arrangements are made). USPS Priority Mail is normally received within two-three business days after we ship. If you are not available to accept delivery the USPS will leave a notice allowing you to have the package redelivered or to pick it up at the post office.

If purchase is made with a credit card, shipment will be made only to the billing address on the card, We do not ship to APOs\* or FPOs\*.

#### PRICING:

All prices are in U.S. Dollars. Additional charges may apply for ring sizing or other adjustments on one-of-a-kind items. Please e-mail us for these services.

Note: Due to the current fluctuation in the precious metal markets, prices are subject to change without notice. Please note that if you order an item that would incur a price increase, your credit card will not be charged until after we have notified you of the price change and you authorize the increase.

Wisconsin State residents / Orders shipped to an address in Wisconsin must be charged WI sales tax on the order and

shipping/handling amount as per Wisconsin Department of Revenue.