

Warranty/Returns

I want you to be completely satisfied with your purchase and guarantee the craftsmanship of my work. Each piece of jewelry is meticulously handcrafted and inspected for quality prior to shipping.

Defects

As the designer, I am proud of my work and would like you to enjoy wearing your jewelry as long as possible. Should you discover a defect in the jewelry or otherwise require repair within the first 6 months of purchase, please contact me. I will repair, replace/exchange, or provide a full refund, determined upon inspection and the nature of the defect. However, each item is unique and one-of-a-kind, sometimes created with rare or hard to find materials, making exact replication impossible. I will make every effort to replace the item with as close a likeness as possible while maintaining the integrity of the design.

Because the handcrafted nature of the jewelry, pieces may reveal minor imperfections due to either natural causes or design. These imperfections are part of the beauty of being unique, wearable art and is not considered a defect.

Returns

If you decide you do not want the jewelry after purchase, notify me by email within 10 days of receipt for a full refund. Any scratched, altered, blemished, used/worn or broken items are not eligible for a refund or exchange unless the damage occurred during the original shipment, or unless the item(s) were flawed due to my fabrication error.

Shipping

You are responsible for shipping costs when returning an item for repair, exchange, refund, or otherwise. 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.

I will gladly pay for shipping costs when sending you a new purchase, repaired item, exchange, or otherwise.

Contact Information:

Email: laurie@lajeannedesign.com

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