FAQ

► PROCESSING TIME & STATUS

• Ready-to-ship items are processed in 1-2 business days.

• Made-to-order items are processed within a week. An item that is “made-to-order” is denoted in the listings detail section

► RETURN & WARRANTY POLICY

All of our items are covered by a 14-day quality guarantee!

Returns are accepted for new items and must be initiated via message. Items are to be in mint condition and sent back within 14 days from the item’s date of delivery.

Please note, we are typically unable to provide refunds unless the fault is ours. All of our jewelry is crafted with high-quality materials and made to last. However, we are happy to help with any situation so please reach out with any concerns ♡

► MISSING ITEMS

If your package does not turn up within the expected timeframe, please contact us and we will do our best to rectify the situation!

\*\*However, please be aware that we don't consider a parcel 'lost' in the post until it has been a full 20 working days (Australia)/40 working days from the date of shipping.\*\*