**Egy pelda**

Gift wrapping and packaging

Items are shipped in a bubble mailer envelope.

Each item is housed on a card holder, placed in a small envelope, and gift-wrapped.

Larger items are placed in a cardboard gift box and wrapped with a ribbon.

MISSING ITEMS

If your package does not turn up within the expected timeframe, please contact me and I will do my best to rectify the situation!

\*\*However, please be aware that I 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 (International).\*\*

\*\*\*OVERTIME POLICY\*\*\*

We've instituted a fast-track fee for any customer who would like their order made faster than our regular turn-around time. If you would like to upgrade to fast-track (turn-around of 1-2 days, rather than 5+), please contact me prior to purchase.

The fee is $30 AUD. We instituted this fee because - to be fair to all our customers - we don't allow any customer to 'jump the queue'. Instead, if you need your order faster than normal, we actually work overtime hours to get it done.

\*\*\* RING PURCHASES \*\*\* Can I Return a Ring if it is the Wrong Size?

In short - no. PLEASE ENSURE YOU GET YOUR SIZE CORRECT.

Due to the fact that your ring is a custom design - made to your size - I cannot refund your purchase or accept a return because you gave me the wrong size or simply change your mind.

This is in accordance with Australian Consumer Law. It is your responsibility to give me the correct size upon ordering.

I charge $40 AUD per ring (plus postage) for resizing of my wedding and simple sterling silver bands (stacking sets are more).

So, please make sure to take the time to work out your exact size. Most local jewellers' shops will happily size your finger for you at no charge. I can re-size down as far as necessary, BUT CAN ONLY RESIZE UP ONE FULL US SIZE.

\*\*\* Ring Sizing + Style Changes \*\*\*

For all the info you need to know on ring sizing:

http://epheriell.com/how-ring-size-is-measured-when-im-crafting-your-ring

If you receive your wedding band and decide you want a different style or width, I offer a 25% discount on purchase of the new ring IF you return the old one to me. The 75% we keep pays us for the time we spent making the first ring. This is due to the fact that we make each ring in a custom size, and it is exceedingly rare that we are able to resell any of these custom sized rings. We usually end up scrapping them.

As above, we charge for resizing if the original size you gave us was incorrect. If we made an error in sizing (i.e. you gave us a size but we didn't make to that size) we resize for free.

\*\*\*How to Care for your Sterling Silver\*\*\*

Sterling silver jewellery naturally takes on a blackish tarnish over time in reaction with air.

When you receive your piece of sterling jewellery it may have black tarnish spots - these are easily removed!

You can either buy a silver-cleaning cloth, or simply use some toothpaste on a cloth or brush - gently rub at the tarnish, then wash and dry to bring back the super-shine!

RETURNS

As stated in our policies, we don't accept returns on rings.

However, if you have ordered a pair of standard earrings or a non-custom necklace, we will accept a return on these items if unworn, and will refund the full purchase price (less shipping) when we receive them in original condition.

International Shipping

All international shipping includes tracking as standard. You will receive a tracking number in your shipping email.