

## 1. Can I cancel or update my order? or change my shipping address?

You can cancel or update your order as long as it has not been shipped. We will accommodate any changes on your order if it's possible to do so. Please email [customer@enroutejewelry.com](mailto:customer@enroutejewelry.com) to cancel an order or update your order information. en route jewelry reserves the right to cancel any order due to unauthorized, altered, or ineligible use of offer or payment and to modify or cancel this promotion due to system error or unforeseen problems.

## 2. How can I track my order?

An email confirmation would be sent to you after you complete your purchase. When your package is shipped, you will get a shipping confirmation email from us with a tracking number. You can enter the tracking number in the provided carrier website for more information.

International orders please expect **3-10 days** before receive a tracking update. This is due to the transition between shipping carriers for international orders. Detailed tracking might not be updated daily, please check back on the tracking every few days.

## 3. Why am I not seeing a tracking update after I have received an email

that says "my order has been shipped"?

When you receive the tracking number update via email, your package has already shipped. However, the tracking number only updates the last shipping carrier for final delivery so you are not able to see the first half of the transit process. Your package is currently in transit with the first shipping carrier, and you will see the tracking update when it arrives at a local distribution center of the last shipping carrier.

## 4. I forgot to apply my discount code.

To rectify this, we kindly ask you to contact our Customer Service team at your earliest convenience. Our dedicated team is ready to assist you in applying your discount to your recent

order or provide guidance on how to apply it for future purchases. You can reach out to us via email [customer@enroutejewelry.com](mailto:customer@enroutejewelry.com).

## 5. Do you allow for exchanges or returns?

If you're not happy with anything about your order with us, we want to make it right! Drop us an email at [customer@enroutejewelry.com](mailto:customer@enroutejewelry.com) within 30 days of getting your goodies, letting us know you need to return or exchange something. Our customer support team will be glad to help you figure out a solution within 2-3 business days. Please note that we do not cover shipping fees for international returns/exchanges. We apologize for any inconvenience.

## 6. How to use my gift card?

You can enter the code of your gift card in the checkout page. An order can be paid with both a gift card and a credit/debit card combined.

## 7. How do I find my ring size?

### **How to Determine Your Ring Size**

Start by cutting a narrow strip of paper or using a piece of string that can comfortably wrap around your finger.

Carefully wrap the paper or string around the finger where you plan to wear the ring, ensuring it fits snugly without being too tight.

Mark the spot where the two ends meet around your finger.

Lay the paper or string flat against a ruler and measure the distance from the end to the mark you made. This number represents the circumference of your finger.

Use the ring size chart\* to find your ring size based on the circumference. If your measurement falls between two sizes, we recommend choosing the larger size for a more comfortable fit.

\*The size chart can be found on the product description in the product page.

## 8. Will the jewelry get tarnished?

All of our pieces are 18k gold/platinum plated so they are definitely made for longevity if you try to avoid water and any chemicals such as makeup or hair products. Our gold plating is 3 times as thick as the industry standard. If you would like to only purchase tarnish-free product, please head to our waterproof jewelry section for your peace of mind! <https://enroutejewelry.com/collections/waterproof-jewelry>

## 1. Can I cancel or update my order? or change my shipping address?

You can cancel or update your order as long as it has not been shipped. We will accommodate any changes on your order if it's possible to do so. Please email [customer@enroutejewelry.com](mailto:customer@enroutejewelry.com) to cancel an order or update your order information. en route jewelry reserves the right to cancel any order due to unauthorized, altered, or ineligible use of offer or payment and to modify or cancel this promotion due to system error or unforeseen problems.

## 2. Can I add a gift note to my order/ can my order be gift wrapped?

Unfortunately we are not currently offering customized gift note or gift wrapping service. Please note all of our pieces come with a really cute reusable jewelry box. Also, there will be no receipt included in the package, so you can directly ship our package to your recipient's address.

## 3. What are the shipping fees and delivery timeline?

All our items are shipped from the United States.

### **United States**

We use USPS first class as default shipping method and a shipping fee of **3.89 USD** is applied;  
We estimate you will receive your order within **2-8 business days** after departure;  
Free shipping for orders over 40 USD.

### **UK**

Default shipping method is delivered by Royal Mail or Hermes;

A shipping fee of **4 USD (~3 GBP)** is applied to parcels shipped to the UK;  
We estimate you will receive your order within **3-5 business days** after departure;  
Free shipping for orders over 40 USD (~31.5 GBP).

### **Germany**

Default shipping method is delivered by Deutsche Post or Hermes;

A shipping fee of around **5 EUR** is applied to parcels shipped to Germany;  
We estimate you will receive your order within **5-8 business days** after departure;  
Free shipping for orders over 40 USD (~37 EUR).

### **France**

Default shipping method is delivered by La Poste;

A shipping fee of around **5 EUR** is applied to parcels shipped to France;  
We estimate you will receive your order within **3-5 business days** after departure;  
Free shipping for orders over 40 USD (~37 EUR).

### **Canada**

Default shipping method is delivered by Canada Post;

A shipping fee of around **\$9 CAD** is applied to parcels shipped to Canada;  
We estimate you will receive your order within **5-9 business days** after departure;  
Free shipping for orders over \$40USD (~\$55CAD).

### **Australia**

Default shipping method is delivered by Australia Post;

A shipping fee of around **\$11 AUD** is applied to parcels shipped to Canada;  
We estimate you will receive your order within **4-7 business days** after departure;  
Free shipping for orders over \$40USD (~\$60AUD).

### **International**

International shipping usually take **7-21 business days** to arrive;  
Shipping time may vary at the customs but we will try our best to ship as quickly as possible;

Please make sure all your shipping details are correct;

Free shipping for orders over \$40USD

**Please keep in mind that:**

All duty fee and tax incurred for non-U.S. orders will be covered by en route when the package is dispatched. Your package will not be stopped by custom office. If you are having a different experience, please contact us at [customer@enroutejewelry.com](mailto:customer@enroutejewelry.com);

Orders that are returned because of an invalid address may incur an additional shipping charge if they are reshipped. After an order has been shown to be delivered to a correct shipping address, we cannot be held responsible for lost or stolen packages;

Philippines can only access DHL express shipping method due to economic shipping method does not function in these 2 countries.

If an order is returned to us due to invalid/insufficient address, or unclaimed, a reshipping fee would incur as following:

US orders: \$6 USD

UK and Europe: \$6 USD

Canada and Australia orders: \$7 USD

Rest of the world: \$9 USD

#### 4. How can I track my order?

An email confirmation would be sent to you after you complete your purchase. When your package is shipped, you will get a shipping confirmation email from us with tracking number. You can enter the tracking number in the provided carrier website for more information.

International orders please expect **3-10 days** before receive a tracking update. This is due to the transition between shipping carriers for international orders. Detailed tracking might not be updated daily, please check back on the tracking every few days.

#### 5. Why can't I see any shipping process when I track my order?

Please note that our carrier tracking system may take longer to update. Kindly asking to wait a few days of receiving our shipping confirmation email. For pre-order items, you will not see any tracking info until your package has been dropped at the postal. We really appreciate your patience and understanding.

If you have any concerns about your tracking process, please email us at [customer@enroutejewelry.com](mailto:customer@enroutejewelry.com) for help.

## 6. Where do you ship to?

en route is based in the U.S. We currently offer worldwide shipping.

en route is not liable for lost or stolen packages. If your package goes missing, we will contact our shipping carrier to track the delivery information, but we cannot be held responsible if an order shows confirmed delivery to the correct address.

## 7. Do you offer expedited shipping option?

Unfortunately, due to limitations of our current logistics solutions, we are not able to offer expedited shipping option at the moment. We value your feedback and is exploring the option of implementing faster shipping options in the future.

## 8. Why didn't I get free shipping even though I spent \$40?

The "Free Shipping Over \$40" refers to USD. We are sorry for any confusion incurred due to currency exchange. The offer can be seen at the top banner of our site.

## 9. What is a preorder?

Our Pre-Order Process allows you to secure the latest and limited edition products before they officially hit the market -

Pre-ordering ensures that you can claim ownership of your desired items without the worry of them selling out on the release day. Here's how our straightforward pre-order process works:

**Select Your Product:** Browse through our website or visit our store to pick the product you wish to pre-order.

**Complete Payment:** Proceed with the payment as you would for a regular purchase. This will reserve the item for you.

**Wait for Shipment:** Once the product arrives at our warehouse and is ready for dispatch, we will immediately ship it to your doorstep.

Should you have any questions about the pre-order process or if you require assistance in placing a pre-order, please do not hesitate to contact us.

## 10. If a product is out of stock, can I add myself to a waitlist?

Unfortunately, we are not able to create a waitlist for out of stock product as the product might be discontinued indefinitely. However, feel free to send us an email at [customer@enroutejewelry.com](mailto:customer@enroutejewelry.com) if you are interested in any out-of-stock style. We will try our best to bring it back if we have enough inquiries on the product.

## 1. I forgot to apply my discount code.

To rectify this, we kindly ask you to contact our Customer Service team at your earliest convenience. Our dedicated team is ready to assist you in applying your discount to your recent order or provide guidance on how to apply it for future purchases. You can reach out to us via email [customer@enroutejewelry.com](mailto:customer@enroutejewelry.com).

## 2. What payment methods do you accept?

At en route jewelry, we offer several convenient payment methods to make your shopping experience as seamless as possible. Your payment will be charged at the time your order is placed, ensuring it's added to our fulfillment queue, even for items that are made-to-order or shipping at a later date. Please note that once an order is placed, we are unable to modify the payment method or currency.

### **Credit and Debit Cards**

We accept major credit and debit cards, including Visa, Mastercard, and American Express. You can manually enter your payment details at the time of purchase. Please note that card restrictions may cause your bank to decline the transaction. En Route Jewelry reserves the right to validate payment details and may decline transactions based on the results.

### ● **PayPal**

You can choose PayPal as your payment method at checkout. Simply select PayPal and log into your account to complete the transaction. Once your payment is confirmed, you will be redirected back to the En Route Jewelry website.

#### ●**Klarna (US Customers Only)**

We offer the option to split your purchase into 4 interest-free installments with Klarna for US customers for orders over US\$35. The first payment will be taken when your order is placed, with the remaining payments automatically deducted every two weeks. Klarna will send reminders via email prior to each installment. Please note, if an automatic payment fails and new card details are not provided, Klarna may charge a late fee per installment. For any questions, Klarna's Customer Service team is available to assist.

#### ●**Afterpay (US Customers Only)**

Afterpay allows you to pay for your order in 4 interest-free installments. Like Klarna, your first payment is made when the order is placed, and the remaining payments are automatically deducted in two-week intervals. Afterpay is a flexible way to budget your purchase over time, with no added interest.

#### ●**Venmo**

For an even faster checkout, we accept Venmo as a payment option. Simply select Venmo at checkout and complete your payment directly through your Venmo app.

#### ●**Gift Cards**

You can use en route jewelry gift cards to pay for all or part of your order. To apply , enter the code at shopping cart or checkout. If your purchase exceeds the gift card balance, you can pay the difference with a credit card, debit card, PayPal, or other available payment methods.

#### ●**Foreign Transaction Fees:**

Occasionally, a non-U.S. bank may apply a small fee for foreign transactions, which will appear as a separate charge alongside your order. Please note that en route jewelry does not receive any portion of this fee—it is solely imposed by your bank's policy. If you have any questions about the fee, we recommend reaching out to your card issuer directly.

If you have any questions about payment methods or encounter any issues during checkout, feel free to contact our customer service team at [customer@enroutejewelry.com](mailto:customer@enroutejewelry.com) for assistance.



### 3. How are refunds processed?

At en route jewelry, there are two ways we process refunds: either back to your original payment method or as a gift card, based on your preference.

Once we receive your returned item at our warehouse, it will take approximately 10-15 business days for our returns team to process the return. After processing, you'll receive a confirmation email.

#### ●Credit Cards

Once your return is processed, it typically takes 3-5 business days for the refund to reflect in your account, depending on your bank. If your credit card has been canceled or replaced, the refund will still be transferred to your new card by your bank.

#### ●Debit Visa Cards

For online purchases made with a Debit Visa Card, refunds are processed the same as credit card transactions and will appear in your account within 3-5 business days.

#### ●PayPal

Once your refund has been issued to your PayPal account, you'll receive a notification from PayPal. It may take 5-10 business days for the funds to appear in your bank account.

#### ●Klarna (US Customers Only)

Refunds for Klarna purchases can take up to 14 business days to process. Klarna will automatically adjust your payment schedule, and any amounts already paid will be refunded to the original payment method. For further questions about your payments, please reach out to Klarna's Customer Service team.

#### ●Gift Cards

If you prefer, we can refund your order by issuing the refunded amount as store credit in the form of a gift card.

If you have any additional questions about the refund process, feel free to contact our customer service team for assistance.

#### 4. Will I be charged duties, taxes and any other fees?

For U.S. orders, you will not be charged with duty, tax for other fees. For none U.S. orders, your package shouldn't be stopped by custom since our packages to your location will have custom&duty prepaid.

Even though this is not the case with our most international packages, there's a small chance your package will be charged for custom/duty fee. If this happens you can send us the receipt and we are happy to refund you the amount. Hope this helps:)

#### 5. Do you offer price adjustments?

We allow price adjustments for any orders received within 10 days. Please email [customer@enroutejewelry.com](mailto:customer@enroutejewelry.com) if you need.

#### 6. I placed an order but I was charged 2 times.

In rare cases, you may notice two transactions in your bank account after placing an order. Rest assured, this doesn't mean you've been charged twice. What you're seeing is a pre-authorization request by your bank before the actual payment is processed. One of the transactions will be automatically reversed, and you'll only be charged once for your order. Please email [customer@enroutejewelry.com](mailto:customer@enroutejewelry.com) if you need further assistance on this.

#### 1. Do you allow for exchanges or returns?

If you're not happy with anything about your order with us, we want to make it right! Drop us an email at [customer@enroutejewelry.com](mailto:customer@enroutejewelry.com) within 30 days of getting your goodies, letting us know you need to return or exchange something. Our customer support team will be glad to help you figure out a solution within 2-3 business days. Please note that we do not cover shipping fees for international returns/exchanges. We apologize for any inconvenience.

## 2. What is the return & exchange policy?

We accept regular returns and exchanges within 30 days of the order delivery date.

We accept defective merchandise purchased on [enroutejewelry.com](http://enroutejewelry.com) for return or exchange within 100 days of the order's delivery date.

Please email [customer@enroutejewelry.com](mailto:customer@enroutejewelry.com) within 100 days of the order's delivery date for authorization. All returns and exchanges must be processed by us before sending merchandise back. Please note that we do not cover international shipping cost for return/exchange. You are responsible for your own return process and fees might incur during the process. Once we have received the returned item we will issue you a refund.

Merchandise must be returned in its original condition. Merchandise returned damaged may be rejected and sent back to the customer at the discretion of en route jewelry. For returns received within 100 days of delivery, we'll credit your original form of payment or issue a gift card.

## 3. How much is the return shipping fee?

Our return shipping policy varies depending on the nature of your order – domestic or international.

For domestic orders within our country, we are pleased to offer a seamless return/ exchange process by providing a return label at no additional cost to you. This means that should you need to return or exchange an item purchased from us, we will cover the shipping expenses to ensure a hassle-free experience.

However, for international orders, the policy differs. We kindly inform our valued international customers that any costs associated with the return or exchange of items will be the responsibility of the buyer. Due to the complexities and expenses related to international shipping, we are unable to absorb these costs. We understand that this may not be the most favorable condition, but we assure you that it is a necessary measure to maintain our service standards while managing the logistical challenges of international commerce.

Should you have any further questions or require assistance with your return process, please do not hesitate to reach out to our customer service team via email [customer@enroutejewelry.com](mailto:customer@enroutejewelry.com).

## 4. When will I receive my refund?

### **For Domestic Orders:**

We understand the importance of a swift and seamless return process. We will closely monitoring the logistics of your returned package. Upon receipt of your return, we will prioritize the processing of your refund at the earliest opportunity. You will receive a refund notification from us once we have processed your return. It usually takes 7-10 days.

### **For International Orders:**

We recognize the unique considerations associated with international returns. To facilitate a smooth refund process for your international order, we kindly request that you provide us with the tracking number or a photo of the package once it has been dispatched. This will allow us to immediately proceed with the processing of your refund upon verification of your return shipment.

## 5. Is customized pieces eligible for returns?

We do not accept returns or exchanges for customized pieces since each single piece is made to order, unless if there's a significant delay of your order on our end. Please do not hesitate to email [customer@enroutejewelry.com](mailto:customer@enroutejewelry.com) if you have any other questions or concerns.

## 6. Are Jewelry Sets eligible for returns?

Yes, jewelry sets are eligible for returns. However, please note that the entire set must be returned; individual pieces from the set cannot be returned separately.

## 1. How to use my gift card?

You can use redeem the value of your Gift Card on your order either in the shopping cart or at checkout. There's a box to input your code. Once you've entered the code, the "Apply" button will turn from grey to black. Click/Tap it to apply the code, and your side cart will refresh with an

updated subtotal reflecting the discount or gift card value. If the subtotal doesn't change, the code may be invalid.

## 2. Can I order gift cards?

Yes! We offer **Digital Gift Card** on our website in denominations of \$10, \$20, \$50, \$100, \$200, \$300 and \$500 as well as **Physical Gift Card** in denominations of \$100, \$200, \$300 and \$500. Once you've purchased a Digital Gift Card, you'll get an order confirmation via email. A second email will follow with a unique 16-digit gift card number and a link to view the gift card. If you're gifting it to someone else, it's best to forward them the email containing the card details and link.

To use the gift card on a purchase, simply input the gift card number in the shopping cart or at the checkout page in the field for "discount codes or gift cards".

## 3. How long is the validity period of a gift card?

Our gift cards do not have an expiration date, so you can use them anytime!

### 1. How do I take care of my jewelry?

You can clean your jewelry with a soft cloth or tissue. We do not recommend shower or sleep in them as it's best to avoid having your jewelry in contact with moisture or any chemicals so you can enjoy them for a long time. However, showering or sleep in them occasionally should not be a problem!

For more information, please head to our jewelry care

page: <https://enroutejewelry.com/pages/jewelry-care>. Let me know if you have any questions or concerns.

### 2. Will the jewellery get tarnished?

All of our pieces are 18k gold/platinum plated so they are definitely made for longevity if you try to avoid water and any chemicals such as makeup or hair products. If you would like to only purchase tarnish-free product, please head to our waterproof jewelry section for your peace of mind! <https://enroutejewelry.com/collections/waterproof-jewelry>

### **3. How do I find my ring size?**

#### **How to Determine Your Ring Size**

Start by cutting a narrow strip of paper or using a piece of string that can comfortably wrap around your finger.

Carefully wrap the paper or string around the finger where you plan to wear the ring, ensuring it fits snugly without being too tight.

Mark the spot where the two ends meet around your finger.

Lay the paper or string flat against a ruler and measure the distance from the end to the mark you made. This number represents the circumference of your finger.

Use the measurement guide below to find your ring size based on the circumference. If your measurement falls between two sizes, we recommend choosing the larger size for a more comfortable fit.

\*The size chart can be found on the product description in the product page for rings.

#### **4. Will the jewelery get tarnished?**

All of our pieces are 18k gold/platinum plated so they are definitely made for longevity if you try to avoid water and any chemicals such as makeup or hair products. Our gold plating is 3 times as thick as the industry standard. If you would like to only purchase tarnish-free product, please head to our waterproof jewelry section for your peace of mind! <https://enroutejewelry.com/collections/waterproof-jewelry>

#### **5. Is your jewelry hypoallergenic?**

Yes, all of our pieces are hypoallergenic (lead and nickel free). You can enjoy our pieces without having to worry about having allergic reactions!

## Size Guide

Finger Circumference (mm)	Ring Diameter (mm)	US & Canada	UK	France	Germany
49.3	15.7	5	J 1/2	49	15 3/4
51.9	16.5	6	L 1/2	51 1/2	16 1/2
54.4	17.3	7	N 1/2	54	17 1/4
57	18.1	8	P 1/2	56 3/4	18

### 1. What are the details of your product warranty?

Within 100 days of receiving your product, if any quality issues arise, we will provide a free replacement. Please Note:

This warranty policy only covers quality issues caused by manufacturing defects.

It does not include problems resulting from misuse, accidental damage, or unauthorized modifications.