

Ordering fingerprint jewelry implies that you've read, understand & agree with our customer service policies.

**General** We've made hundreds of these designs resulting in great customer satisfaction. Each handmade piece varies in such a way that artisan created products do.

**Materials Used & Care** We use sterling silver that we hand-antique to give it an aged look. Use a silver polishing cloth for cleaning. Do not use silver cleaning/dipping solution. We recommend keeping your jewelry dry and not wearing it during highly physical activities.

**Ordering Process (for in person appointments).** A \$30 deposit is required to hold appointments in Temecula whether it's during a group appointment or for an individual appointment. Individual appointments = \$25 plus the cost of your design (and shipping, if applicable).

**Child's Age** We recommend that children be at least months old, but fingerprint ridges may be subtle regardless of age. Sometimes young children leave more of an impression & less/no ridges. We've had great success with prints, but occasionally there is someone with subtle ridges & we like to inform of this possibility. Contact us if you have a child younger than 6 months.

**Appearance of Pendants/Charms** They have a slightly rustic look. Yours will look similar to one you've seen or own, but not exactly. Print quality varies greatly & we can not guarantee that yours will be as deep, defined, thick, thin as another or match a certain size. We issue finished pieces that are within a normal range of quality including subtle prints. Again, we have had great success with print designs, but due to the occasional few prints that have not been standard, we have to inform of the possibilities.

**Refund Policy** No refunds are issued during any phase of this process. Full price applies for 'do-over' requests. No exceptions. Customers who purchase a design & need a kit to do the impression receive a kit at no extra charge. We do not issue partial refunds for kits if you decide not to proceed after receiving your kit.

**Timeline** Orders are ready for pickup (or to be mailed) 2 -3 weeks after we receive your impressions. Rush orders can be accommodated for a fee if pre-arranged. If your order needs to be mailed, shipping costs apply.

**Locket & Fingerprint Charms for Lockets** Locket charms do not come with holes (for hanging). Fingerprint charms made for lockets are minimally \$85 each (i.e., Mini Love charms are normally \$65 each, but cost more when made for lockets due to the extra time & detail to fit them into lockets). Lockets returned to us for any reason after 30 days are subject to a \$30 replacement/repair fee.

**Repair Warranty** 30-day repair warranty covers hardware, not covering soft features, (i.e. leather), natural bead variations, scratches & mistreated products. Time, labor & material fees apply for items you've owned longer than 30 days.

Thank you for your business. We look forward to creating your treasured keepsake!

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Customer Name

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Customer Signature and Date