

RETURNS & EXCHANGES

Upon arrival, please inspect your order for damages or defects. We want you to be satisfied so if you receive any product that needs replacement due to manufacturing defects you must submit notice of your replacement request to jeniferthacher@yahoo.com with (5) days of receiving your shipment; please include your name, (business name if applicable), order number and description of the defective merchandise. Defective merchandise may be exchanged for identical items only; no refunds will be given. Defective merchandise returned for exchange must be received by Jenifer Thacher within (14) days of receipt of original shipment. Shipping costs involved with returning defective merchandise (due to manufacturing only) within the allowed (14) days will be covered by Jenifer Thacher. The buyer will be solely responsible for all shipping cost involved with returning defective merchandise and the shipping of replacement merchandise if the defective merchandise is received by Jenifer Thacher more than (14) days from receipt of the original shipment. All returned merchandise must be in its original packaging with all accompanying materials in the condition you received it. You will be credited for the shipping cost incurred.

As all pieces are made to order, a replacement piece in any circumstance will be shipped within the normal 2 week period after receiving your product back in the studio.

If you are not satisfied with your jewelry for some reason other than manufacturing defect we are happy to accept your return within 2 weeks of shipping date. Shipping in this instance is non-refundable and return shipping is the responsibility of the purchaser.

If you would like to exchange your merchandise, we are happy to do so. Shipping in this instance is non-refundable and return shipping is the responsibility of the purchaser. We can hold credit for you for future purchase or apply credit immediately to a new order.

Jenifer Thacher will not be held liable for merchandise lost, stolen or damaged during delivery. You must contact the courier for claims regarding the loss of damage of your shipment. Insurance is added on all orders at checkout.

PAYMENT TERMS

Retail purchases

All retail purchases are paid in full upon checkout.

Wholesale purchases

A full payment is due when you order with us. You may use PayPal, COD or send a check in the mail. Orders will be shipped within 2 weeks after payment has been processed.

You may apply for a NET30 account. Please email jeniferthacher@yahoo.com for an application.

If approved for Net 30 status, all bills are due and payable, in full, thirty days after date on invoice. A finance charge will be imposed on any amount thirty days or more past due at a periodic rate of 1.75% per month. (annual percentage rate 21%)

This rate is based on your past due balance at the end of each billing period. Please note: Orders placed on past due accounts will be held until account is current or may be sent COD at your request. No returns on orders unless prior written approval by Jenifer Thacher. If your account is turned over to a collection agency or attorney for collection, or in the event of default, all collection, legal expenses and reasonable attorney fees will be paid by the debtor and be processed in and according to the laws of the State of Washington.

SHIPPING INFORMATION

Processing orders

Once payment is processed orders may ship within 2 weeks.

Standard delivery

We ship via USPS Standard Delivery with appropriate insurance and delivery confirmation. Shipping rates will apply appropriately for this standard. Multiple orders for multiple delivery locations will be charged individual shipping fees. If you have a business account with another carrier and would like that carrier to service your shipment and have shipping fees applied to that account you may request custom shipping with your order. Jenifer Thacher may not be able to accommodate all requests for custom shipping service.

Rush Deliveries

All orders can be expedited for additional charges

International Orders

Orders for outside the United States cannot be made online; to place an international order please e-mail request at jeniferthacher@yahoo.com. All international orders must be made in English. Shipments outside the U.S. are subject to extra shipping and handling charges and fees. Duties and value-added taxes may be required and are the responsibility of the buyer.

Policy Change

Jenifer Thacher reserves the right to amend these policies at any time; any changes will be posted online within the "[Customer Service](#)" section of this web site so that you are always informed of the policies, the collection and use of your personal information and the circumstances under which we may disclose it. Please check back from time to time to ensure you are aware of our current policies.

Product Quality & Color Statement

All jewelry pieces are individually handmade. All measurements are approximate, and colors, shapes, and markings within each piece of jewelry will vary slightly. Please use all pictures as a guideline only. The product's screen color will vary slightly from actual products due to differences in the color calibration of individual computer monitors. Jenifer Thacher makes no guarantee that the product you receive will match the color you see on your monitor. All products are handmade by the designer and are inspected individually for imperfections before selling and shipping.