

Store Policy will apply unless otherwise stated in a listing.

Black Rabbit Studio Store Policy

Payment

I accept credit card payments as well as Black Rabbit Studio gift certificates. Sorry, we do not accept personal checks or cash sent in the mail.

Shipping

We use USPS First Class Shipping for all orders within the United States. Orders are shipped with insurance and tracking, except for smaller, less expensive items such as enamel pins and stickers. For smaller, less expensive items we ship using USPS First Class without tracking or insurance. For items over \$500.00 we will ship Certified Mail with Restricted Delivery. This means that the package will only be delivered to the person that it is addressed to. The postal carrier may require to see your id to confirm. Unfortunately, this is not available for international shipments.

Orders that are shipped to countries outside of the United States may be subject to import taxes, customs duties and fees levied by the destination country. Certain countries restrict and prohibit the import of jewelry and precious and

semi-precious stones. To see if your country is one that we cannot ship to, please check the link on the bottom of our website called "International Mail Manual" which links directly to the USPS and lists all countries' restrictions and prohibited items. Certain countries also only allow jewelry and precious and semi-precious stones to be mailed using the more expensive USPS Priority Mail International Shipping. Shipping methods set by other countries' trade agreements are out of our hands to change, and will be abided by Black Rabbit Studio. The recipient of an international shipment may be subject to such import taxes, customs duties and fees, which are levied once a shipment reaches your country.

Additional charges for customs clearance must be borne by the recipient. I have no control over these charges and cannot predict what they may be. Customs policies vary widely from country to country; you should contact your local customs office for further information. When customs clearance procedures are required, it can cause delays beyond the original delivery estimates.

After the items are shipped they are out of our hands. We are not responsible for packages that are lost or damaged due to post office error. If you would like to upgrade your shipping please contact me PRIOR to purchasing and I will adjust the shipping fees if applicable and allowed.

Shipping charges are not only postage. They include all packaging materials, and a percentage for the transaction fee plus insurance if applicable.

Additional Policies and FAQs

PHOTOS:

I take great care in the creation of each piece, and try my best to capture the closest detail in my photographs. Please understand that depending on your computer screen, and with some stones, pearls, patinas, or even just the light, that colors may vary in small amounts.

Refunds and Exchanges

*** If you are unhappy for any reason, please contact me, so that we can negotiate a positive resolution. :) ***

Returns and Exchanges on non custom orders will be accepted within 7 days of receipt minus shipping costs. Items must not have been worn for health reasons, especially earrings.

CUSTOM ORDERS: If your item is custom made and created to your specifications, your payment is non-refundable. Payment is required before I start, in order to purchase the necessary materials.

Store Policy is subject to change at any time.