

# FIONA McKAY JEWELRY – RETURN POLICY

Effective March 1, 2020

## Returns

We want you to be 100% satisfied with your purchase. However, if for any reason you don't love the piece of jewelry you ordered, please email us within 10 days of receipt at [sales@fionamckayjewelry.com](mailto:sales@fionamckayjewelry.com). You will receive a refund if we have been contacted within this period, otherwise you will receive store credit.

We will do our best to sort things out, but please keep some things in mind:

- (1) If you experience a problem with any of the pieces in your order and contact us at [sales@fionamckay.com](mailto:sales@fionamckay.com) within 10 days of receiving your order, we may ask you to send us a photo in addition to describing the problem.
- (2) Many of our pieces are custom made based on your selections (crystal color, ring size, engraving, etc.). For that reason, we cannot accept returns on custom pieces. **This includes engraved dog tags as they have been personalized.**
- (3) For reasons of hygiene and safety, pierced earrings are **NOT RETURNABLE** unless faulty or not as described.
- (4) If you order a ring, it is sized to fit exactly. Right hand and left hand ring sizes are often not the same. If in doubt, always choose a half-size bigger. Please use our [online ring sizer](#) to accurately determine your ring size.
- (5) Colors may vary between the actual jewelry pieces and the representations of those items displayed on computer screens – desktops, laptops, tablets, and smartphones. Those variations are normal and expected.
- (6) Each piece of jewelry is handmade and individually finished. Some variation in each jewelry item is part of its uniqueness and distinctive character.
- (7) If for some reason a piece is defective, please email us at [sales@fionamckay.com](mailto:sales@fionamckay.com) within 10 days for a Return Authorization.

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Once we receive the item, inspect it, and verify the defect, we will either repair or replace the item at no cost to you. Please note that we cannot accept any returns for defective merchandise without this Return Authorization.

- (8) You will be responsible for return shipping. Once you have received a Return Authorization, please ship the item to us using a carrier and service of your choice. We recommend that you insure the package and follow the carrier's instructions carefully. We are not responsible for lost packages. Additional instructions including the proper address will be included in the Return Authorization we send to you.