

FIONA McKAY JEWELRY – SHIPPING POLICY

Effective March 1, 2020

Shipping

All jewelry is hand-crafted in New York City and will ship in 10 – 14 days. You will receive a tracking number when your order ships.

Orders are shipped UPS Ground unless you request another method when placing your order. We use UPS Ground for domestic shipping to locations within the Continental United States. Shipments to Alaska, Hawaii, Puerto Rico, U.S. Territories, Guam, U.S. Virgin Islands, and Canada will be shipped via other services (e.g. air) and/or carriers.

Please note that UPS will not deliver to P.O. Boxes.

Your jewelry will be carefully packed for shipping and will arrive in a velvet gift pouch. There will be no indication of the fact that there is jewelry in the box or its value. The return label will simply say “FMK.”

In the unlikely event the piece is damaged in shipping, this must be handled by you by contacting the carrier’s customer service department and filing an insurance claim. Always be sure to retain all original packaging and follow the carrier’s instructions carefully so that your claim can be processed. The carrier may request to examine the package.