

# AMBERGRIS

## Refund and Exchange Policy

At Ambergris, we are committed to providing you with the highest quality jewelry and exceptional customer service. We understand that sometimes you may need to return or exchange an item, and we have created this policy to ensure the process is as clear and straightforward as possible. Please read the following terms carefully to understand our refund and exchange procedures.

### 1. General Return and Exchange Conditions

- Time Frame:

We accept returns or exchanges within 14 days from the date of purchase, provided the jewelry is in its original, unworn condition and accompanied by the original sales receipt and packaging. For online purchases, the return period begins on the date of delivery, not the purchase date.

- Condition of Product:

All items returned or exchanged must be unused, unworn, and in their original packaging with all tags attached. Items that show signs of wear, have been altered, resized, or engraved are not eligible for return or exchange unless defective (See "Returns for Defective Jewelry")

- Non-returnable Items:

The following items are non-returnable unless defective:

- Custom-designed, engraved, or personalized jewelry (unless defective or damaged).
- Gift cards or store credit.
- Special orders or sale items marked as non-returnable.

### 2. Returns for Defective Jewelry

We take pride in the quality of our jewelry. However, if you receive a defective product (e.g., broken clasp, missing stone, or damage from manufacturing defects), we will gladly offer a refund or exchange.

- Natural Marks or Antique beads:

Please note that certain natural gemstones may have inherent marks, inclusions, or unique characteristics that are part of their natural formation. Similarly, antique beads may display non-perfect shapes or patinas, which are intrinsic to their age and history. These characteristics are not considered defects and will be clearly stated on the product page. These natural or antique features should not be considered as defects unless they affect the integrity or function of the piece

- Process for Defective Returns:

- If you believe the item is defective, please contact our customer service team within 14 days of receiving the item, providing a description of the defect and any supporting images if applicable.

- We will issue a full refund or exchange for defective products, including any shipping costs incurred for the return.

- Warranty:

Many of our jewelry items come with a warranty (6 month) that covers manufacturing defects. Warranty does not cover damages caused by accidents, misuse, or normal wear and tear.

## 3. Returns for Non-defective Jewelry

If you are not completely satisfied with your jewelry purchase (for reasons other than defect or damage), we offer exchanges or store credit. Please review the following conditions:

- **Exchange:**
- If you wish to exchange an item for a different product, it must be done within 14 days from the date of purchase and exchange is allowed only once.
- Items must be in unworn, resaleable condition, with tags, packaging, and receipt intact.
- Any price differences between the original item and the new item will either be refunded or charged based on the value of the exchanged item.
- **Store Credit:**
- If you prefer not to exchange an item, we can issue store credit equal to the purchase price of the returned item, which can be used on future purchases.
- Store credit must be used within 12 months of issue and is non-transferable.
- **Restocking Fee:**

For returned jewelry that has been worn or used, a restocking fee of up to 15%-70% (according to the condition of the product returned) of the purchase price may apply, to cover the costs of inspecting, cleaning, and restocking the item.

## 4. Online Purchases and Shipping Returns

For online orders, customers can return items by mail or through in-store return (if applicable). Please follow these guidelines:

- **Return Shipping:**

The customer is responsible for return shipping costs unless the item is defective or damaged upon receipt. We recommend using a tracked shipping method for returns to ensure the safe return of the item.

- **Refunds for Online Returns:**

Upon receiving and inspecting your returned item, we will issue a refund to the original payment method within 7 - 10 business days, excluding return shipping charges (if applicable).

- **Return Shipping for Defective Items:**

If the item is defective or damaged upon delivery, we will cover return shipping costs. Please contact our customer service team immediately to obtain a prepaid return shipping label.

## 5. Refund Process

- **Processing Time:**

Refunds for returned items will be processed to the original form of payment within 7 - 10 business days from receipt of the returned product.

For online orders, the refund will be issued to the same credit card, PayPal account, or payment method used during the purchase.

- **Partial Refunds:**

If the returned product is found to be damaged, worn, or not in original condition, a partial refund may be issued. The refund will be based on the item's current resale value.

## 6. Customer Service and Contact Information

If you have any questions or need assistance with your return or exchange, please contact our Customer Service Team:

- Email: [customerservice@ambergris.store](mailto:customerservice@ambergris.store)

Our customer service team will be happy to guide you through the process and assist you with any concerns regarding your return or exchange.

## 7. Consumer Rights and Legal Considerations

In addition to our return and exchange policy, consumer protection laws may grant additional rights depending on the jurisdiction. Customers are encouraged to review local laws regarding consumer rights, including cooling-off periods and refund entitlements for defective or misrepresented products. For customers in the European Union, please note the 14-day cooling-off period for online purchases, during which you may return non-defective items for a full refund, provided they are in original condition.

## 8. Best Practices and Recommendations

- Gift Purchases:

If you are purchasing jewelry as a gift, please inform the recipient of our return and exchange policy, including the time frame and condition requirements. This ensures a smooth process should the recipient wish to exchange the gift.

- Care Instructions:

To minimize the need for returns, we encourage our customers to carefully follow the care instructions provided with each piece of jewelry. Proper care and maintenance can help avoid damage and ensure the longevity of your jewelry.

## Conclusion

At Ambergris, we want you to be completely satisfied with your purchase. Our refund and exchange policy ensures that you have a clear and fair process for returning or exchanging items while safeguarding the quality of our products. If you have any questions or need assistance, our customer service team is always here to help.

This policy should be displayed on your website and made available to customers at the point of purchase (both online and in-store). If needed, you can tailor specific terms (such as restocking fees, warranty details, or return shipping) to better match your business practices.