

Product Policies and Disclaimer

Product Disclaimer:

Our jewelry artists will do their best to capture and preserve your loved ones fingerprint. The quality and definition of the print is determined by the age, size and cooperation of your loved one as well as the conditions in which the print was taken. The fingerprint keepsakes seen in our photos were taken from an adult in a carefully controlled setting and your keepsake may or may not have the same definition.

Due to the hand made nature of our product we reserve the right to take photographs. Elle Bird Studios assigns and transfers to copy right, use and publish the same in print and/or electronically for marketing and/or reproduction purposes. We will correct imperfections when possible to ensure the highest quality, but can only do so much without interfering with the print. Each keepsake is hand made from start to finish. If more than one keepsake is made for your order each one may have slight variations in size, print definition, and engraving. Please contact your hello@ellebirdstudios.com with any concerns regarding your order.

Refunds and Returns:

If your order was received damaged, incomplete, or engraved incorrectly please contact Elle Bird directly at ellebirdstudios@gmail.com. We will repair, replace, or complete your order at no cost. Refunds are given in the form of a gift certificate with the exception being in extreme cases and at the sole discretion of Elle Bird.

Refunds, returns and/or replacements are **not offered** for orders that are **not** damaged, incomplete or engraved incorrectly due to the unique and custom nature of our jewelry.

Policies and Promise:

When you design and purchase with us you grant Elle Bird Studios, its representatives, affiliate organizations and employees the right to take photographs of me and my property in connection with public and/or private events and/or items purchased or gifted through the above mentioned. I authorize Elle Bird Studios, its assigns and transfers to copyright, use and publish the same in print and/or electronically for marketing and/or reproduction purposes. I agree that Elle Bird Studios may use such photographs of purchased and/or gifted items with or without my name and for any lawful purpose, including, for example such purposes as publicity, illustration, advertising, and web content.

Because we care and understand you may be purchasing a piece of jewelry as a gift we promise to wait until after a holiday or a special event has passed to post any photos of your order on our social media or website. For any memorial jewelry, the parent/spouse/child will always receive their order before anyone else who may have also placed an order.