

Store Policy will apply unless otherwise stated in a listing.

Black Rabbit Studio Store Policy

Payment

I accept credit card payments. Sorry, we do not accept personal checks, PayPal, Venmo, Cash App, or cash sent in the mail.

Shipping

We use USPS Shipping for all orders. Orders are shipped with insurance, signature confirmation, and tracking. Smaller, less expensive items such as enamel pins and stickers will not have insurance or signature confirmation. For items over \$500.00 we will ship 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 the 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.

If you use an international mail forwarding service such as: Vpost, SingPost, comGateway, shipito, MyUS, USGoBuy, Borderlinx, etc, in order to obtain a US mailing address. **We are only responsible for your purchase to arrive at the address you supply.** Many mail forwarding companies have a US mailing address where the packages are processed and then “forwarded” on to their final destination in other countries. If the final destination of your item is different than the

address you supply to us, you will need to take it up with the mail forwarding company you are using if an issue arises.

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. :) ***

If I hold a piece for a customer for purchase on a later date, that piece becomes non refundable.

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.