

## FAQ & Custom Orders

### Custom Orders

We are passionate about crafting bespoke jewellery and craft pieces tailored to your vision. If you have a specific idea, please get in touch via email or by completing our custom order form. Please note that a non-refundable deposit may be required for custom work.

### Frequently Asked Questions

- Do you ship outside the UK? No, we currently only offer shipping within the UK.
- How long will my order take? Standard items are dispatched within 3 to 5 working days, while custom orders may take between 1 and 3 weeks.
- Can I return an item? Unused items can be returned within 14 days. Custom orders are only refundable if faulty.
- How do I care for resin jewellery? Avoid exposure to sunlight, water, and harsh chemicals. Clean gently using a soft cloth.
- Do you make memorial jewellery with ashes? Yes, please refer to our Memorial Jewellery section for details.
- Are your items safe for children? Our products are not suitable for children under 3 years.
- What if my item arrives damaged? Please contact us within 48 hours and provide photos to assist with your claim.
- Do you offer gift wrapping? Yes, gift wrapping is available at checkout.
- Can I track my order? Yes, all orders are sent using tracked delivery for your peace of mind.

### Custom Order Request Form

Name:

Email:

Phone (optional):

Order Details:

Will this include ashes?

No

Yes