

In-store Repair Services Terms & Conditions are as follows:

- Staci and her staff at Staci Sullivan's Jewelry & Design Studio recommends routine maintenance on your jewelry. Cleaning & inspecting at least twice a year is FREE. This complimentary service covers all your favorite sentimental treasures, whether it is a Sullivan's item or not. If repairs are needed, Staci Sullivan and her team will do their best to have it repair it onsite. If the repair is a warranty issue or the jewelry needs attention from the manufacturer, shipping, insurance and handling charges may be incurred, even if a service repair estimate is declined. You will be contacted prior to any mailing. Minimum charge is \$35.
- The majority of repair estimates will be given within 7-10 business days for repairs performed in-house. Outside vendors may require additional time.
- Promise dates on the repair receipt are purely estimates, as exact dates of service may be unknown due to parts availability from manufacturers or other circumstances. You will be contacted after your jewelry has passed Staci Sullivan's rigorous quality control inspection and is ready to be picked up.
- If Staci Sullivan and her staff are unable to contact you and your repair is not paid for 60 days from completion, property will be considered forsaken and retained by Staci Sullivan's Jewelry & Design Studio.
- All articles which are antique, irreplaceable, fragile or brittle nature, or susceptible to damage from light, heat, or moisture are accepted on condition that the customer accepts all risks with respect to any service requested to be performed. Customers leaving jewelry in the care of Staci Sullivan's Jewelry & Design Studio will not hold the company liable if damage occurs due to routine cleaning, repairing, and inspecting.

Notice of Limited Liability: You agree that the appropriate description and value(s) of the article(s) listed on the claim receipt are correct and accept Staci Sullivan's Jewelry & Design Studio Terms & Conditions. This store, including its employees, accepts no responsibility for the condition or identification of jewelry, stones or watches. You also affirm these stones are not altered by fracture filling, laser drilling, and/or by any other treatment means, unless specifically listed. Items are submitted to Staci Sullivan's Jewelry & Design Studio for repair only and the store is will not act as an issuer of the item(s) listed. Insurance coverage is recommended to jewelry owners. In turn, appraisals are available on premises. Precautions are taken to keep all customers jewelry safe and

secure while in the care of Staci Sullivan's Jewelry & Design Studio. Any unforeseen circumstances will be handled on a case by case basis and insurance may be used to settle a claim.

Repair receipt or valid government issued identification card must be presented to pick-up jewelry left in Staci Sullivan's Jewelry & Design Studio care. Store policy insists for us to be notified in advance if a person other than the one(s) named on claim receipt will be picking jewelry up. Staci Sullivan may request an approval of another party picking up your item in writing.

Warranties

Jewelry Warranty

Staci Sullivan and her team are proud to stand behind the jewelry sold and therefore offer a complimentary 12 month service policy on all jewelry purchased from Staci Sullivan's Jewelry & Design Studio. This plan covers repairs to the metals and accent diamonds in your jewelry that result from manufacturing defects up to one year from your purchase. Jewelry must be inspected by Staci Sullivan or her team at least every 4 months. Records of check-ups are kept in your customer account. Staci Sullivan reserves the right to void this warranty if she deems the damage was caused by circumstances beyond a manufacturing defect.

Please note: primary/center stones and estate/consignment jewelry are not included in this warranty.

To inquire about this warranty, or to begin the repair process, please call 321-978-2200 or email Staci.SullivansJewelers@gmail.com

Return Policies

Jewelry must be in original condition to qualify for a 10 day refund or 20 day exchange. Restocking fee of 10% is deducted on all refunds. Special orders, estate, and consignment jewelry are final sale. three month layaway requires 30% down with monthly scheduled payments. Additional finance options may be available depending on credit.