

# Graceful Leo

## HANDMADE POLICIES

### USAGE AND CARE

All jewelry should be handled and worn with care. Store all jewelry away from moisture and always put on last when getting ready. Hang or lay flat for storage. Jewelry can be wiped clean with a soft cloth - we do not recommend anything damp for wood items. Though the hardware will begin to discolor overtime, following the steps above will help lengthen the life of your jewelry. DO NOT wear in or around a lot of water/humidity as this can cause the wood to become soft and lead to discoloring of hardware. Graceful Leo is not responsible for any damages that occurred after purchase is received. For all other items, a usage/-care card will be given with order. Please follow those directions.

### SHIPPING

Items will be shipped as soon as possible. Once items have shipped, it is out of the Graceful Leo control on how long it takes to receive the package. Please refer to your tracking number when waiting to receive package(s).



### REFUNDS

There will be no refunds once item has shipped. If item is received damaged, a prepaid label will be sent via email for the item to be returned. Once damaged item has been returned, a refund or replacement will be sent. If for any reason you would like a refund once the item has been delivered, item must be returned at the expense of the customer within 14 days (2 weeks). Once item is received back to the store, a refund will be issued. If any other issues occur, please send us a message. There will be absolutely NO REFUNDS on custom items.

### CUSTOM ITEMS

There will be absolutely NO REFUNDS on custom items. Once mockups have been approved, no other changes may be made. If mistakes are found AFTER mockup has been approved, item will be remade at cost to the customer.



  @GracefulLeoDesigns  
gracefulleodesigns.com

# HANDMADE POLICIES CONT.

## DEPOSITS

All handmade items will require a 50% deposit. Once item is completed, the remainder is due and item cannot be picked up or will be shipped until final payment is received. No exceptions.

## PAYMENT METHODS

You may pay with debit or credit card through the invoice that is sent to your email. You can also redirect and pay through PayPal.

## CANCELLATIONS

Based on a term to term basis. Please message the store owner with questions/concerns.

## TIMEFRAME

Though Graceful Leo cannot guarantee a completed time frame on projects, we do strive to get your item to you as soon as possible.

## CANCELLATIONS AND REFUNDS

You may cancel at any time. Please keep in mind that any payment made will not be refunded.

## PORTFOLIO AND WEBSITE CREDIT

I reserve the right to add completed projects to my portfolio. If there is a privacy issue involved, please let me know.

## ABANDONED PROJECTS

A project will be considered abandoned if I have not heard from you in 30 days. You will not have any rights to use any of the work that was presented to you, unless the project has been paid in full. If I have not heard from you and you contact me after the 30 day abandonment, a start up fee may apply.