

Sedgwick Custom Jewelry Customer Care Details:

We are here to create unique fine jewelry, including high-end fashion jewelry, wedding bands and bridal, and men's bands. We also specialize in custom jewelry and heirloom restoration. We value our customer's satisfaction greatly, making it one of our highest priorities. We will do everything we can to meet and exceed your expectations. We aim to have excellent customer service every step of the way.

Warranty and Maintenance Service:

We offer a 6-month warranty on all pieces against manufacturer defects* and also provide regular maintenance service, per customer request.

1. We offer free maintenance service, once a year, including cleaning, polishing, checking and maintaining stone settings, and any other basic upkeep needed. Customer will pay for shipping to us, and will cover the costs to return your piece to you.

*If normal wear and tear leads to damage of your piece, including broken or lost stones, we do not assume liability and it will not be covered by our warranty. We will, however, do what we can to restore your piece to new condition for a reasonable fee, to be determined according to repairs needed.

Payment:

We accept many methods of payments, including payment plans, however products will not be shipped until full payment has been received and processed. Payments are non-refundable. We want our pieces to be available to those who love them and will do what we reasonably can to work with you on payment options! Contact us if needed.

Shipping:

We use USPS for all shipping with insurance and signature upon receipt required. We are open to alternative methods, per customer request, but the customer will assume liability if a less secure method is chosen. We are flexible, please contact us with any questions, concerns, etc.

Refunds and Exchanges:

We will do everything we can to ensure you are completely satisfied with any and all orders:

1. We will provide refunds in the event that there is a manufacturer defect or item is not as described/ordered.
2. We are not able to refund custom orders, but will work with clients to meet expectations, avoiding the need for a return. In some situations, we may be able to offer a partial refund for custom orders, which will be determined on a case-by-case basis and be relative to our investment thus far.
3. If item meets return criteria, we must be notified of your intent to return for a refund within 1 week of receipt and the item must be shipped to us within 2 weeks of receipt. We will be as lenient as possible with these policies and work with you to ensure you are satisfied, while also protecting our business.

Please contact us for any additional information or with concerns. Refunds will be processed once the product is in our possession and has no visible damage.