

Store Policies

Privacy Policy

Protecting your privacy is important to us. Please read our full privacy policy for complete details.

We may update this privacy policy from time to time; these changes to the privacy policy will be posted on the site, effective immediately upon publication. It is your obligation to review this privacy policy. If you have questions or concerns about this privacy policy, you may contact us at adiremjewelry@gmail.com.

1. WHAT DO WE DO WITH YOUR INFORMATION?

When you purchase something from our store, as part of the buying and selling process, we collect the personal information you give us such as your name, address, number, and email address.

With your permission, we may send you emails about our shops, new products, and other updates. Otherwise, we will only use your email address to contact you regarding your purchase.

2. DISCLOSURE

We will not share, rent nor sell the information you provide to any other companies nor individuals unless required to do so by law or if you violate our Store Policies. We may disclose aggregate, non-personal information about Site users to describe our service to prospective business partners and other third parties, and for other lawful purposes.

3. PAYMENTS

We use a third-party payment processor(s) to process payments made to us. In connection with the processing of such payments, we do not retain any personally identifiable information or any financial information such as credit card numbers.

4. THIRD-PARTY SERVICES

In general, the third-party providers used by us will only collect, use, and disclose your information to the extent necessary to allow them to perform the services they provide to us.

However, certain third-party service providers, such as payment gateways and other payment transaction processors, have their own privacy policies with respect to the information we are required to provide to them for your purchase-related transactions. For these providers, we recommend that you read their privacy policies so you can understand the way your personal information will be handled by these providers.

Remember that certain providers may be in or have facilities that are in a different jurisdiction than either you or us. So, if you elect to proceed with a transaction that involves the services of a third-party service provider, then your information may become subject to the laws of the jurisdiction(s) in which that service provider or its facilities are located. As an example, if you are located in Canada and your transaction is processed by a payment gateway located in the United States, then your personal information used in completing that transaction may be subject to disclosure under United States legislation, including the Patriot Act.

Once you leave our store's website or are redirected to a third-party website or application, you are no longer governed by this Privacy Policy or our website's Terms of Service.

5. LINKS

*When you click on links on our store, they may direct you away from our site. We are not responsible for the privacy practices of other sites and encourage you to read their privacy statements. *

6. SECURITY

To protect your personal information, we take reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered, or destroyed.

7. AGE OF CONSENT

By using this site, you represent that you are at least the age of majority in your state or province of residence, or that you are the age of majority in your state or province of residence and you have given us your consent to allow any of your minor dependents to use this site.

8. CHANGES TO THIS PRIVACY POLICY

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, and you have opted to receive notifications from us, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

If our store is acquired or merged with another company, your information may be transferred to the new owners to ensure a seamless customer service experience.

Ordering Guide

Selecting Items in the Shop

When you add an item into your shopping cart you are adding the piece in the colorway shown and described.

Jewelry Sizes

****Jewelry sizes will be provided under within the description box. Before ordering, it is your job to read the description and determine if it is suitable for you.****

Bracelets, Necklaces, and Ring sizes vary in sizes. The size of each piece of jewelry will be in the description box.

Paying for Something in the Shop

We accept all major credit cards but not checks, money orders, and cash. If you are in a country other than the U.S, please contact us at **adiremjewelry@gmail.com** to proceed with your order.

Online Shopping: Forms of Payment

We use major credit card payment methods, such as Visa, MasterCard, American Express, Discover, etc. We never see your credit card number, but we get notified when you have paid for an item.

Please do NOT send your credit card information via email.

Order Processing Time

Depending on our inventory, please allow up to an estimate of 2 weeks for your item's shipping/transit. Priority shipping estimate time of 2-7 business days.

Shipping Policy

Orders are packaged in an Adirem gift bag or a gift box and are sent via USPS.

All items will be shipped 1-2 days after payment has posted. Multiple order items will be shipped together if possible.

Insurance is encouraged on orders over \$50 dollars.

RETURN/EXCHANGE POLICY

We strive to keep our customers 100% satisfied. Please inspect the package promptly and let us know of any issues. Exceptions may apply. Refunds for returns will be processed once the item is received back in our store, minus the shipping fees. Buyer is responsible for return shipping charge. For the customer looking to exchange, we will ship the replacement item free of charge, however, the buyer is responsible for the return shipping fee.

We offer returns or exchanges within 3 days after you received the item(s) for the following situations:

Item(s) received are different from those ordered (in terms of design);

Item(s) received are damaged or faulty. In either situation please notify us by email within (3) days of receipt of goods. The value of the items in question will be refunded to the original payment method or applied as a credit to the customer. Adirem Jewelry will not accept liability for damage caused during shipping, and we strongly advise taking out appropriate insurance.

Since our items are made with natural materials, we cannot guarantee the exact color and smoothness of each piece. Please keep in mind that each product is unique and handmade, so precise reproduction is not possible. Dimensions given are approximate, and final sizes may vary slightly, due to the handmade nature of the product

Jewelry pieces must be in the original package with tags, once tags are removed or item is worn it cannot be returned.

Thank you, Love Adirem Jewelry