

**GemstoneArtist.com**  
**Returns Policy**

1. Clients may return any item that meets the following conditions:
  - a. The item is received by me in the original, unmarked condition;
  - b. The item was NOT made-to-order (custom-cut, custom fabricated, set-to-order gems, etc.); and
  - c. The item was return shipped within five business days of receipt, with appropriate packaging, insurance, track-able secure shipping, etc.
2. Client remains responsible for full price of goods, shipping, handling, and insurance until goods are received and approved by me.
3. Client remains responsible for, and agrees to pay shipping, handling, and insurance in both directions unless otherwise approved by me.
4. Special-order items, such as jewelry castings, and items that require special-order rough, are not returnable.
5. When an order requires custom-cutting, polishing, setting, or otherwise modifying any piece of inventory, then the item(s) so modified are non-returnable.