

## **Production & Shipping Information**

All jewelry pieces are custom and made to order. Jewelry orders will be received by the customer within 6-8 weeks from order processing, once credit card authorization and verification have been obtained.

Orders placed Monday through Friday (excluding holidays) with Standard Shipping Method will be processed within 2-5 business days. Orders placed on Saturdays and Sundays will begin processing the following business day.

All customers will receive a confirmation email when the order has shipped. All orders are shipped via United Parcel Service (UPS) or US Postal Service (USPS). **Shipping windows are estimates and delivery dates cannot always be guaranteed.**

## **Return Policy**

Ali Gunn provides FREE RETURN SHIPPING for eligible items.

All eligible, unworn, unused items you would like to return for a full refund to your original payment method must be sent back to the Ali Gunn distribution center within 30 days of receipt of product in original packaging.

To initiate a return for purchases made online, you may contact Customer Service via email at [info@aligunn.com](mailto:info@aligunn.com) within 30 days of your purchase.

Please allow up to 15 business days from when we receive your return for your return to be processed. Business days are Monday-Friday except for federal holidays. Return processing begins after your package is delivered to us. For any inquiries concerning returns or exchanges, please contact Customer Service via email at [info@aligunn.com](mailto:info@aligunn.com).

## **Holiday Return Policy**

Purchases made between 11/1/2021 – 1/1/2022 are eligible for credit or exchange when returned by 1/30/2022. The product must be in the original packaging in order to receive a full refund to your original payment method.

### **Promotions**

All promotions are available while supplies last. Promotion code may be required upon checkout. Promotions may not be combined or applied to previous purchases, gift card purchases, sales tax, or shipping charges. Offers may only be valid for a specified date and timeframe.