

## **Terms & Conditions Jan 2020-2025**

By sending cremation ashes, hair or breastmilk to Amulet of Ashes, you are agreeing to the following terms and conditions.

You are responsible for ensuring that your ashes/hair/breastmilk/DNA arrives safely and intact via the POBOX address/Addresses provided. By ordering goods and sending cremation ashes/DNA through the postal service, it is at your own risk by doing so. Due to mishaps and postal errors, please do not send all the cremation ashes/DNA you may have for your loved one. I ONLY require half a teaspoon of ashes. This would be truly tragic should post go missing on its journey to you/us. As you are aware, postal services are not 100% guaranteed, so by ordering online you are understanding there is a risk involved with postal errors.

Once I have received your ashes/hair/breastmilk/DNA, it is now 100% Amulet of Ashes property until I post out your item.

**Timeframe-** Item(s) can take anywhere between 2-11 weeks to create. However, this is an estimate timeframe and can change subject to order. Message me for a more precise time frame.

I may use photographs of your item/purchase for advertising purposes. If you would like to refrain from your item being advertised, please contact us as soon as possible to put this restriction in place.

Bespoke items require a CAD design which costs the company £300.00 for the rights to the design. If you'd like to refrain from your bespoke item being listed on the website and have the rights to claim the CAD, the customer will be required to purchase the rights for £300.00. This can be done throughout any point of the process. If the customer does not own the CAD, the bespoke item remains Amulet of Ashes design and can be listed on the website for further purchases.

Any remaining encapsulate such as cremation ashes, hair, fur, cord, teeth and any other substance (apart from Breastmilk) will be posted back to you with your order.

Every piece of memorial jewellery/casting is different. It is bespoke and made specifically for you. Photographs in posts & advertisements are a guideline and are only used for the example of colours, sizes and shapes of the settings chosen. Hair and cremation ash takes its own form and shade when encapsulated inside the resin & pigments. Whilst your special ashes/hair cannot be physically damaged, it can discolour overtime if not cared for properly or exposed to long periods of UV rays. By going forward with your order, you are accepting this responsibility. Please follow the care sheet provided with your order to make sure you care for your item(s) correctly.

I use only top-quality materials. If properly cared for, your jewellery/cast will last a lifetime.

Sterling Silver, when cared for lasts a lifetime. However, it does tarnish. The tarnish is actually the result of a chemical reaction between the silver and sulphur-containing substances in the air. The silver is combining with sulphur and forming silver sulphide. ... When a thin coating of silver sulphide forms on the surface of silver, it darkens the silver. That's what we call 'tarnish'. You can clean it back to its original beautiful shiny form by using a branded silver cleaner, liquid or cloth. Carefully apply a small amount and rub the surface. Rinse under warm water and buff with a soft microfibre cloth.

**Black, Rose Gold & Gold Vermeil over Sterling Silver;** In a nutshell, “plating” is shorthand for electroplating. This means that gold, rose gold, Black or rhodium plated jewellery is covered by a microscopically thin layer of metal using a special process that combines chemistry and electricity. Rose gold plating on a ring will normally wear off much faster than plating on a pendant, because a ring constantly rubs against fingers and objects throughout the day. In the event the plating does wear, re-plating is fast and inexpensive — many jewellers offer it as a service. It’s not uncommon even for people with solid gold or silver jewellery to ask for plating. Rhodium plating on silver, for example, is a very desirable way to add “sparkle” and prevent tarnish of existing silver pieces, and owners of solid gold jewellery often ask for plating in order to change the colour of the piece or improve the finish. (see rose gold document in ‘info’ section)

**Rhodium Plating over Sterling silver;** Some of my items are rhodium plated to add durability to the silver. It is a white metal and does not necessarily need rhodium plating to acquire its colour. However, it tends to tarnish over time. To prevent this, rhodium plating silver jewellery will ensure that the piece is highly lustrous and remains tarnish-free for a long time. You may not require your sterling silver rhodium plated item to be re-plated, as the colour matches that of sterling silver underneath. But, depending on wear, you may need to do so if you want it looking brand new in years to come. Over time, as the plating wears off, the white of the silver will come through, but will not be noticeable like gold. Those exposed sections may acquire some tarnish, but this can easily be polished at home.

#### **Your right to cancel**

If you wish to cancel your order before any cremation ashes/DNA are encapsulated into your item(s), you may do so and receive a refund MINUS any labour costs. For example, if we have premade your silver/gold, the labour cost will be deducted from your refund.

This is purely on the basis that you have your order confirmation/receipt or proof of purchase. A bank statement or screenshot is NOT sufficient due to fraudulent reasons. The original confirmation or receipt is needed to locate your original order.

If you wish to cancel your order but we have already received your cremation ashes/DNA but not yet started the work, the cost to return your encapsulate will be deducted from the refund. (UK £6.35 Special Delivery / USA and other countries £14.25 Tracked)

#### **Returns Policy**

As every item is bespoke and made specifically for you, Amulet of Ashes is unable to accept returns or issue any refunds. If an item becomes defective, depending on when it was purchased, what condition it’s in and if the item shows clear signs of fault (due to no fault of your own), I will replace or repair the item.

We do not offer a lifetime guarantee on your item. The above applies to items purchased within a 6-month timeframe ONLY.

**Please continue**

## Other T&C's

### Customs & Duty Fees

Please bear in mind when purchasing. Depending on your location, you may have to pay a customs fee / Tax fee or duty fee. Each country has their own website you can check regarding this. Please refer to your own countries protocol.

When purchasing goods from Amulet of Ashes, it is the customers responsibility to check and pay any fees relating to the sale regarding the customs office.

The customs office is a separate entity regarding goods bought via Amulet of Ashes.

#### *Customs fees when sending encapsulate/Ashes to Amulet of Ashes LTD –*

It is the customers responsibility to ensure that the envelope gets to the UK office safely. Please provide and declare all relevant information on the customs form to avoid delays. Incorrect information can incur a costly fine in which the customer is liable for. Cremation ashes/DNA should have a £0.00 value declared, to avoid any fees added. If you are returning an item to us, please declare £0.00 onto the forms, as this is not a sale, it is a return.

## Other T&C's

Amulet of Ashes has the right to refuse service at anytime before starting any work. If this is actioned for specific reasons, DNA & encapsulates will be returned and payments will be refunded.

Please refrain from using text messages, post or social media to amend your order. This form of communication is not reliable and can be easily missed. Please send all adjustments to [amuletofashes@outlook.com](mailto:amuletofashes@outlook.com) or use the contact form on the website. This will then be filed away with your order form ready for when your item is processed.

Every item is inspected before shipping. Chains, latches and buckles are put through a strength test. Links & clasps are put through a pressure test. This shows that the item sent out was in perfect condition upon shipping. Therefore, chains will not be replaced or refunded after 3 weeks of your order being received.

Many thanks,  
Amulet of Ashes Team