



Tracey Designs Inc.
819 Bridgeway, Sausalito, CA 94965
Tel: 415-331-6711 Fax: 415-331-7064
www.traceydesignsinc.com

COMPANY POLICY

Wholesale Customers

All potential customers must qualify with Tracey Designs Inc. before ordering, and wholesale status of accounts shall be at the sole discretion of Tracey Designs Inc.

Opening Wholesale MINIMUM ORDER

\$1000.00

Production Time

Approximately 6 to 8 weeks

Shipment

Orders will be shipped by UPS or FedEx with signature required within United States

Terms of Sales

All orders are prepaid. We accept payment with Visa, Master Card or American Express. We reserve the right to decline credit for any reason. Payment is due in full as per written on invoice.

Order Placement

Please provide a copy of your reseller permit or resale certificate with your first order. You will receive an order confirmation soon after you place an order by email.

Delivery Date

Due to the nature of hand crafted Native American jewelry, at this time we cannot guarantee our delivery dates. Should a delay occur, you will be notified as soon as possible. Orders cannot be cancelled or rejected once placed and confirmed.

Upon Receipt of Your Order

If you receive your shipment with any damages incurred in transit, please follow carrier's policy to file your report.

Return Policy

Please report any defects in your shipment to us within 5 business days from receipt of merchandise. Returned items must be unworn and undamaged in its original packaging along with a copy of your invoice to receive credit. No returns will be accepted without RA numbers. Please refer to Return Authorization Guidelines below. We reserve the right to refuse your return.

Return Authorization Guidelines

1) Please contact Tracey Designs, Inc. for Return Authorization number (RA#) by calling (415) 331-6711 or by email, info@traceydesignsinc.com.

Be sure to give your invoice number and returned item numbers when obtaining your RA number.

2) Send Returns to: Tracey Designs, Inc.
819 Bridgeway, 3rd floor
Sausalito, CA 94965

Please ship jewelry in protective packaging and insure with full purchasing price for damage or lost.

Repair Policy

Please email us with at least two damaged merchandise pictures; one with the part needs to be repaired, one with Ray Tracey's hallmark or signature inside of the jewelry. Email : info@traceydesignsinc.com

Privacy Policy

We do not sell or trade our customer's or potential customer's information to other businesses or individuals.

Company policy is subject to change without notice.