



PLEASE READ THE FOLLOWING REQUIREMENTS FOR HIGH LIFE, LUXURY & HIGH-TICKET ITEMS

### **Returns & exchanges**

As every item is handmade to order, returns are not always possible. For our High Life Diamond Rings, Necklaces, Pendants and other apparel and products we can offer you a return only if the materials have not yet been purchased. Bespoke means bespoke. We cannot sell this item to the next person where personalized. We will however work with you to try find a mutually acceptable solution. Please note that any shipping cost or import duties paid are not refundable. For clients who pay using a credit card, we will refund in full the purchase amount less any merchant fees.

Damaged items can be returned and we ask that you take a few pictures of your item once received as evidence for insurance purposes. Many of our items will be insured so please do inform us of any problems right away. Our jewelry goes through a very strict inspection before leaving the workshop. This means that you must show evidence of any damage before returning the item to us with a full description and photos by email.

### **Shipping policies**

For high value items we will use FedEx or a comparable safe and fast delivery service. High Life items with precious metals or gems may be sent using insured air mail.

We usually ship all such bespoke, custom or luxury items within 10-15 working days of the order being placed. However, please note that hand-made or custom items may take longer depending on the time it takes for the artisan to make them. If this is normally is longer than a few weeks we will indicate this on the product page. For international buyers we do not take responsibility for any delay by customs or your postal service.

### **Import Fees & Duties**

We do not pay your customs import charges as you are responsible for them. We will, however, send your purchase the best way we're aware of and can also discuss with you what the best way is to send it to you. Please note sales tax will be collected on any shipments sent to New Jersey.

Payment must be received in full prior to work being carried out. We are happy to accept a deposit for any item. This deposit will be non refundable where any monies have been spent on materials needed to make your item. This deposit may be to secure a diamond or other precious stone or

metals which at any time may increase in cost due to market trends.

If you wish to cancel a order, please contact us immediately so we can stop any materials being purchased. It is the responsibility of the buyer to inform us of any changes to their circumstances should you have an order placed which cannot be completed in payment.

### **Additional policies**

All the required information for bespoke orders must be given prior to the item being made. Any info not given will be the responsibility of the buyer.

Wholesale orders are welcome and we can discuss these options with you. Please email us at [customers@proudandfreebiker.com](mailto:customers@proudandfreebiker.com).

We guarantee that we will do everything we can to ensure a straightforward transaction every time. Our customer service is what we're known for so you can shop at Proud & Free with confidence.