

**GemstoneArtist.com**  
**Refunds & Returns Policy**

1. Clients may return any item that meets the following conditions:
  - a. The item was NOT made-to-order (custom-cut, custom fabricated, set-to-order gems, etc.); and
  - b. The item was return shipped within five business days of receipt, with appropriate packaging, and insurance; and
  - c. The item has been received by me in original condition. It has not been damaged, set, or otherwise modified in any way – and remains appropriate for selling as “new”.
2. Special-order items, such as jewelry castings, and items that require special-order rough, are non-returnable / non-refundable.
3. When an order requires custom-cutting, polishing, setting, or otherwise modifying any piece of inventory, such item(s) are non-returnable / non-refundable from the point in time when modifications begin.
4. Client remains responsible for full price of goods, shipping, handling, transaction fees, and insurance on returning items until goods are received and approved by me.
5. Client remains responsible for, and agrees to pay shipping, handling, transaction fees, and insurance in both directions unless otherwise approved by me.
6. Transaction fees (e.g. PayPal fees) that are not refunded to me will be deducted from any refunds to the customer.