

HOUSE OF APRIL

CLIENT POLICIES
& TERMS OF
SERVICE

CARE, CRAFTSMANSHIP, AND LIFELONG SUPPORT

[HOUSEOFAPRIL.CO](https://houseofapril.co)

POLICIES & TERMS OF SERVICE

HOUSE OF APRIL, LLC

BY PLACING AN ORDER WITH HOUSE OF APRIL, YOU AGREE TO THE FOLLOWING TERMS AND CONDITIONS.

1. MADE-TO-ORDER & FINAL SALE POLICY

ALL HOUSE OF APRIL JEWELRY IS MADE TO ORDER AND CREATED SPECIFICALLY FOR EACH CLIENT BASED ON APPROVED DESIGN SPECIFICATIONS. BECAUSE OF THE CUSTOM NATURE OF OUR WORK, ALL SALES ARE FINAL ONCE AN ORDER IS PLACED.

WE DO NOT ACCEPT RETURNS, EXCHANGES, OR ISSUE REFUNDS.

2. PAYMENT TERMS

CUSTOM & SEMI-CUSTOM JEWELRY

PAYMENT FOR CUSTOM AND SEMI-CUSTOM JEWELRY IS DIVIDED INTO TWO PARTS:

INITIAL PAYMENT (50%)

A NON-REFUNDABLE PAYMENT OF 50% IS DUE AT THE TIME THE ORDER IS PLACED. THIS SECURES MATERIALS, DIAMONDS, AND PRODUCTION.

FINAL PAYMENT (50%)

THE REMAINING BALANCE IS DUE UPON COMPLETION AND PRIOR TO DELIVERY OR SHIPMENT. FINISHED PIECES WILL NOT BE RELEASED, DELIVERED, OR SHIPPED UNTIL FULL PAYMENT HAS BEEN RECEIVED.

READY-TO-SHIP JEWELRY & LOOSE DIAMONDS

FULL PAYMENT IS REQUIRED UPFRONT FOR READY-TO-SHIP ITEMS AND LOOSE DIAMONDS PRIOR TO SHIPMENT.

3. DESIGN APPROVAL & CHANGES

CLIENTS ARE RESPONSIBLE FOR REVIEWING AND APPROVING ALL DESIGN DETAILS PRIOR TO PRODUCTION, INCLUDING BUT NOT LIMITED TO:

- RING SIZE
- METAL TYPE
- STONE SHAPE, SIZE, AND SPECIFICATIONS
- SETTING STYLE AND PROPORTIONS

ONCE THE INITIAL PAYMENT HAS BEEN MADE AND PRODUCTION HAS BEGUN, FULL DESIGN CHANGES ARE NOT PERMITTED.

LIMITED ADJUSTMENTS — SUCH AS MINOR PRONG REFINEMENTS OR SMALL TECHNICAL MODIFICATIONS — MAY BE POSSIBLE AT OUR DISCRETION AND CAN OFTEN BE ADDRESSED BY OUR IN-HOUSE JEWELER. ANY APPROVED CHANGES MAY RESULT IN ADDITIONAL COSTS OR TIMELINE ADJUSTMENTS.

4. LOOSE DIAMOND APPROVAL

FOR LOOSE DIAMOND PURCHASES, DETAILED PHOTOS, VIDEOS, AND SPECIFICATIONS WILL BE PROVIDED PRIOR TO SHIPMENT FOR CLIENT REVIEW AND APPROVAL. ONCE APPROVED AND SHIPPED, ALL LOOSE DIAMOND SALES ARE FINAL AND NON-REFUNDABLE.

5. PRODUCTION TIMELINE

ESTIMATED PRODUCTION TIMELINES ARE PROVIDED AS GUIDELINES ONLY AND MAY VARY DUE TO MATERIAL AVAILABILITY, DESIGN COMPLEXITY, OR JEWELER SCHEDULING. DELAYS DO NOT CONSTITUTE GROUNDS FOR CANCELLATION OR REFUND.

6. SHIPPING & DELIVERY

SHIPPING IS INCLUDED IN THE PURCHASE PRICE FOR ALL ORDERS. ALL JEWELRY IS SHIPPED VIA FULLY INSURED FEDEX DELIVERY, INSURED FOR THE FULL VALUE OF THE PIECE AND REQUIRING A SIGNATURE UPON DELIVERY.

AT THIS TIME, HOUSE OF APRIL SHIPS WITHIN THE UNITED STATES ONLY. HOUSE OF APRIL IS NOT RESPONSIBLE FOR DELAYS, LOSS, OR DAMAGE ONCE A PACKAGE HAS BEEN MARKED AS DELIVERED AND SIGNED FOR BY THE CARRIER.

7. WARRANTY, WEAR & MAINTENANCE

HOUSE OF APRIL GUARANTEES THAT ALL JEWELRY IS DELIVERED IN GOOD CONDITION AND FREE FROM MANUFACTURING DEFECTS AT THE TIME OF SHIPMENT.

ANY CONCERNS REGARDING MANUFACTURING DEFECTS MUST BE REPORTED WITHIN 72 HOURS OF DELIVERY. ISSUES REPORTED OUTSIDE OF THIS WINDOW MAY NOT BE ELIGIBLE FOR REVIEW.

WE DO NOT OFFER A LIFETIME WARRANTY OR COMPLIMENTARY MAINTENANCE PROGRAM. NORMAL WEAR AND TEAR, DAMAGE, LOSS, ACCIDENTS, IMPROPER CARE, LIFESTYLE-RELATED WEAR, OR THIRD-PARTY REPAIRS ARE NOT COVERED.

RESIZING & MAINTENANCE

RESIZING AND MAINTENANCE SERVICES ARE AVAILABLE FOR AN ADDITIONAL FEE. ALL ONGOING WORK MUST BE COORDINATED THROUGH HOUSE OF APRIL AND PERFORMED BY OUR JEWELER. PRICING FOR THESE SERVICES WILL BE DISCUSSED ON A CASE-BY-CASE BASIS.

CLIENTS ARE STRONGLY ENCOURAGED TO INSURE THEIR JEWELRY PERSONALLY AND HAVE IT INSPECTED REGULARLY.

8. CANCELLATIONS

ORDERS MAY NOT BE CANCELED ONCE PRODUCTION HAS BEGUN. ALL PAYMENTS MADE ARE NON-REFUNDABLE.

9. LIMITATION OF LIABILITY

HOUSE OF APRIL SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES ARISING FROM THE PURCHASE OR USE OF ANY PRODUCT.

OUR TOTAL LIABILITY SHALL NOT EXCEED THE PURCHASE PRICE OF THE ITEM.

10. CONSULTATIONS

CONSULTATIONS ARE CURRENTLY OFFERED AT NO COST. THESE CONSULTATIONS ARE INTENDED TO EXPLORE DESIGN POSSIBILITIES, PRICING, AND TIMELINES AND DO NOT CONSTITUTE A COMMITMENT TO PURCHASE.

11. GOVERNING LAW

THESE TERMS SHALL BE GOVERNED BY AND INTERPRETED IN ACCORDANCE WITH THE LAWS OF THE STATE IN WHICH HOUSE OF APRIL, LLC IS REGISTERED.

12. ACCEPTANCE OF TERMS

BY PLACING AN ORDER WITH HOUSE OF APRIL, YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTOOD, AND AGREED TO THESE POLICIES & TERMS OF SERVICE.



HOUSE OF APRIL

LUXURY JEWELRY REIMAGINED