



IMEC Sales And Exchange Policies

All in-store purchases are not eligible for refunds. All in-store purchases are eligible for exchange or store credit. If the exchange is for a lesser amount than the original purchase then a store credit will be given for the remaining balance which could be used for a future purchase.

ONLINE SHIPPING AND RETURNS

ONLINE ORDER STATUS

- An email confirmation will be sent to you as soon as your order is received. Once your item has shipped, a second confirmation will be sent which will include a tracking number for your shipment.
- If for some reason an item in your order is out of stock, we will email you as soon as possible. We strive to keep our inventory up to date, but occasionally this does happen.
- The jewelry and objects shown on our website are handmade by individual studio artists. We work hard to ensure that the quality of everything we sell is up to our exacting standards. However, there will be natural variations and subtle differences in the pieces from order to order.

SHIPPING & HANDLING

- Orders placed Monday through Friday before 3:00 pm MST (excluding holidays) will be shipped the same day, pending item availability and credit card verification. Orders placed Saturday and Sunday will ship out the following Monday.
- All orders are carefully packaged and fully insured through United States Postal Service. Orders over \$100.00 are shipped for free via USPS First Class within the continental US. If you wish to expedite your shipment, you may choose USPS Next-Day Express or Priority (prices vary).

SALES TAX

- There is no sales tax applied to purchases that are being shipped out of state. Albuquerque, Bernalillo County tax will be charged for orders shipped within New Mexico state.

PHONE ORDERS

- We do not take orders over the phone. Please visit our store or website to purchase.

SPECIAL ORDERS

- Special orders include items that do not have in stock and we have ordered for you from the designer & customized and personalized jewelry. All special orders are considered final sales and not returnable or exchangeable.

CANCELING YOUR ORDER

-You may cancel your order within 4 hours. Please be advised that because we often ship the same day, your purchase may already be en route, and you will be responsible for any shipping charges incurred.

RETURNS

-If you are unhappy with an item purchased from IMEC, it may be returned in its original condition within 10 days of receipt for a full refund (if the order qualified for free shipping, we deduct the shipping charges from the refund).

-The returned item must be shipped within 10 days of receiving it for a full refund. For returns outside of that time frame and within 30 days will be issued an online store credit only.

-All returns are handled via email. Please email sales imecjewelry@gmail.com to obtain a Return Merchandise Authorization (RMA) number. Once the RMA number has been sent, the item must be shipped promptly, within 2 business days. Returns sent without contacting us for an RMA # will not be accepted. You will be emailed an RMA number within 1 business day. Items being returned must be in new condition and unworn.

-Store credit can be used to purchase items online by contacting the store and speaking with a member of our staff.

*IMEC is not responsible for loss or damage of return shipments. Please package and insure accordingly.

-Once we receive your return, we will credit you for the amount of the item minus any shipping charges. If you chose free UPS Ground shipping on your original order the shipping charge to be deducted will be \$10 to cover the actual cost of this service. If you choose another shipping option on your original order, please refer to your receipt for the shipping charge to be deducted.

-If the item was personalized or special ordered it is not returnable or exchangeable. Please see the "Special Orders" section for more information.

-Items purchased on our website are not eligible for return or exchange in our store. Please note that our in-store return policy is different from our online return policy. Items purchased in-store can not be returned for a refund, only store credit. In-store returns or exchanges must be completed in 30 days.

ORDERING INFORMATION

Special orders are usually processed within six weeks, so we recommend placing an order two to three months before your big event. If a ring needs to be sized or repaired, the lead time is typically two to three weeks, since it's sent directly to the jeweler.

We require one-third of the total as a minimum deposit for special orders or lay-away. If you purchase a ring out of the showcase, the full payment is required when it leaves the store.

IMEC accepts cash, bank certified or cashier's checks in any amount payable to IMEC, VISA, Master- Card, American Express, and Discover, as well as debit cards with credit card logos. If you are making a large purchase with a debit or credit

card, you may want to notify your bank in advance. Some banks have daily ceiling limits on debit purchases.

All special orders are considered custom and are non-returnable. If you have purchased a ring on display, it may be returned (unworn and unaltered) within 30 days for exchange or store credit only. There are no refunds.

*All IN-STORE Sale items are FINAL SALE and cannot be exchanged or returned.