



AMFITRITI JEWELS

Frequently asked questions

What is special about our jewelry?

Our jewelry is made entirely by hand and in a balanced manner. For its production we do not use chemicals (eg very strong adhesives), and each piece is made locally - in Poland where we also buy individual elements for making jewelry. We believe that you can protect our Planet using small steps!

How we pack our products?

The packaging in which we send the jewelry is made of white cardboard with the Amfitriti Jewels logo imprint. Our supplier produces them in a way which is both environmentally and jewelry friendly. The packaging does not contain chemical products that cause tarnishing of precious metals (the so-called tarnish-free method).

Will the jewelry I order be the same as the one in the pictures?

The photos show the designed pattern. Each piece of jewelry made by hand is in line with this pattern, however, due to the use of natural stones, pearls and minerals, individual copies may differ slightly - in structure, color or size.

How to care for jewelry?

Each copy of Amfitriti Jewels jewelry is made by hand, which makes it unique. Such jewelry is extremely delicate. We recommend taking it off every time we take a shower, go to sleep, change clothes, do sports, clean home, use perfumes. Jewelry can easily be attached to a fabric, break or tarnish.

We recommend regular removal of fingerprints or small signs of tarnishing with a clean cloth. The layer of gilding protects the silver and you should take care of jewelry as accurately as possible, so that the gilding does not wear off (which is, however, a natural side effect of long use).

Payment

You can pay for the ordered products online: by bank transfer.

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Shipment

We send orders within Poland via courier and InPost.

We send orders abroad only via Poczta Polska.

The product completion takes usually from 1 to 3 business days. We will do our best to complete and send your order as soon as possible.

Returns

The consumer has the right to withdraw from the sales contract within 14 days from the date of receipt of the order. If 14 days have passed since the purchase, refund will not be possible.

To make a return, the parcel can not bear signs of use beyond what is necessary to check the characteristics of the product. Confirmation of purchase is also required - an invoice in electronic form sent to the customer by e-mail or confirmation of payment by card / bank transfer.

When we receive your return, we will send you an e-mail with information that the shipment has arrived to us. We will also inform you about the approval or rejection of your return (a negative decision may occur when the deadline for return has been exceeded or the product was worn).

We recommend returning in the original packaging, which will protect the jewelry from damage in transit. The customer covers the direct costs of return (which will be refunded in the case of a positive decision regarding the acceptance of the return).

If your return is approved by us, we will immediately refund the funds to the account number provided by the customer.

PLEASE RETURN TO THE ADDRESS:

AMFITRITI JEWELS

Ewa Biłda

Leśna 24

16-400 Suwałki

Poland

If you have other questions, write to us: amfitritijewels@gmail.com