



RETURNS & EXCHANGES

- Returns and exchanges are accepted on all unworn items within 10 business days of receipt of the product. Returns outside of 10 days will not be accepted and will be returned to sender.
- All returns must have proof of purchase, the original tags, packaging, be unworn, and no sign of damage. We reserve the right to return any worn and damaged jewelry to the sender.
- To make a return or an exchange, please email us with the reason, and we will issue an RA #. Items will not be accepted without RA #.
- It is customers' responsibility to pack the item(s) securely in a corrugated box with bubble wrap, packing tissue etc. Please use a carrier with tracking capabilities.
- AJS Design Studio is not responsible any lost or damaged items.
- If your exchange requires additional payment, we will contact you for the payment details.
- Refunds will be issued to the original method of payment less cost of shipping. Shipping is not refundable.
- This policy excludes all sale merchandise. Sale items are not eligible for exchange, refund, or merchandise credit.
- If your item was purchased from one of our retail partners, please make arrangements directly with the retailer.