

## Customer Service

### Return and Exchange Policy

If you are not completely satisfied with your purchase, please contact [sales@pursesuits.com](mailto:sales@pursesuits.com) to initiate a return within 15 days of item receipt. We will issue a refund, exchange or merchandise credit. Items must be returned in original condition (unused and undamaged). Shipping and handling charges are not refundable.

Contact us at [sales@pursesuits.com](mailto:sales@pursesuits.com) Before returning an item to receive a Return Merchandise Authorization (RMA) number. Please include in your email: your name, email address, order number, the item number(s) that you are returning and the reason. After receiving your request, you will be issued a RMA number and a return address via email.

All returns must be accompanied by a copy of your original invoice and the RMA number. Any packages received without a RMA number will not be processed and will be sent back. Please send all returns via insured USPS, or FedEx or UPS. Returns should be properly packaged with adequate packing material (bubble wrap, etc.) to prevent damage. No refunds will be issued for merchandise damaged in return shipping or items lost in return shipping.

Custom jewelry orders and "special" orders are FINAL SALE and are not returnable.

Only exchanges or merchandise credit is available for PurseSuits Original Jewelry Designs within the "Return Policy Period". [Warranty/Repair Information](#)

**Warranty for PurseSuits Original Jewelry Designs:** Should you experience a manufacturing defect and your piece has broken within the first 30 days of purchase, we will repair the item free of charge. Please contact us at [sales@pursesuits.com](mailto:sales@pursesuits.com) and follow the the "Return Process" as outlined on this website. Please indicate that the item is for repair. Your original invoice and the components must accompany your item. [Shipping](#)

Orders are shipped via USPS Priority Mail with Delivery Confirmation or via United Parcel Service Ground, based on the shipping method selected at time of checkout. You will receive notification when your item ships. Please allow for 5 - 7 business days to receive your order once it has shipped. [Delivery](#)

We ship to addresses within the US and the US territories (US Virgin Islands and Puerto Rico) and to Canada. Most items will ship within 3 - 5 business days of your order, once your payment transaction clears. Please note that some specialty or special order items may require a longer lead time to ship. This information will be listed on the item information page. [Payment Methods](#)

We accept Visa, Master Card, Discover and American Express credit card payments and PayPal payments via PayPal. You may also redeem a PurseSuits of Happiness Gift Certificate for your purchases. [Sales Tax](#)

All orders shipped to Georgia will be charged sales tax. [Promotional Code](#)

If you are using a promo code for a discount, you will need to enter the code into the Promotional Code box at the time of checkout. [Product Variations](#)

Please note that our handcrafted jewelry pieces are unique creations using semi-precious gemstones and natural materials; and that there are subtle variations from piece to piece. This is one of the joys of owning an original jewelry design. Due to these subtle variations, the colors on your computer monitor settings are not guaranteed to exactly match colors of the items. [Privacy Notice](#)

We respect your privacy. Any information that you provide to us is confidential and it will not be sold or shared. [View complete privacy policy.](#) [Gift Certificates](#)

Gift Certificates are available for purchase in amounts of \$25, \$50, \$75 or \$100 combinations. Gift Certificates for the purchased amount will be sent electronically. Discounts and promotions do not apply to gift certificate purchases, only to merchandise purchases. [WholeSale](#)

If you are a boutique, retailer or speciality shop looking for unique items, please complete the wholesale inquiry form and submit. We will provide you with a login in a follow up email communication. You must supply your tax ID information in order to access the wholesale portion of the website and receive wholesale information.