

## RETURNS

We are so happy to have you as a Trades of Hope customer! Your purchase is helping women out of poverty all over the world! If necessary, please refer to our customer service policies. For our returns policy, please see below.

\*\*Please remember that artisans create each of our products. Because of this, each product will vary in appearance. This is a part of its charm and unique creation!

For Replacements or Exchanges, please contact your Compassionate Entrepreneur. If you cannot reach your Compassionate Entrepreneur or do not have one, please contact: [customerservice@tradesofhope.com](mailto:customerservice@tradesofhope.com)

30 Day Policy-If you are not completely satisfied with your Trades of Hope product, you may request to exchange any item or receive a refund (less the cost of shipping & handling) within 30 days of purchase. Your exchange or refund will be processed upon receipt of your returned item at our home office:

**Trades of Hope  
4601 E Moody Blvd  
Suite K-6  
Bunnell, Florida 32110  
United States**

Original receipt must be included. Please contact your Compassionate Entrepreneur to request an exchange or refund.

90 Day Policy-Products received damaged in transit or any item with product quality concerns due to defect may be replaced with the same item within 90 days of purchase. Replacement products ship free. This warranty does not cover products damaged through normal wear, accident or misuse. Please contact your Compassionate Entrepreneur to request a replacement.

Shipping – Orders ship within 48 hours, Monday-Friday . For questions about your shipment, please contact your Compassionate Entrepreneur or email [customerservice@tradesofhope.com](mailto:customerservice@tradesofhope.com).

The best way to store jewelry - To help prevent tarnishing keep your jewelry dry. It's best to store jewelry in an air tight container or tightly sealed bag to keep the pieces protected. Think of your jewelry as the finishing touch and put it on right before you start your day!