

# **SHOP POLICIES, PRIVACY AND SECURITY INFORMATION**

## **INFORMATION**

Collection and Use Kathryn Bowman is the sole owner of information collected on this site. I will not sell, share, or rent this information to any outside parties. The information collected is used to process orders and better serve you with pertinent information, such as order confirmations and tracking numbers. Information collected includes your name, shipping address, billing address, telephone numbers, e-mail address, and payment information such as your credit card number. If you elect to receive my newsletter or special promotions, your contact information will be used for the delivery of these items. You control whether you remain on the Kathryn Bowman mailing list and may unsubscribe at any time. I reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process served on our Web site.

## **ORDER**

Most of the information collected in the registration process will be used to process orders. During the order process, you will have to provide payment information such as your credit card number, expiration date, money order, wire transfer or check information. This information is used for billing purposes and to fulfill your order. If we have trouble processing an order, we will use your contact information to get in touch with you. To properly process your credit card information, we must share your credit card information with the merchant bank for authorization and approval. This process is protected by an enhanced security system. See the Security section below for more details on security measures and procedures. We do not share any personal or payment information with any other third parties.

## **COOKIES**

We customize certain Web page content based upon your browser type and other information provided by our cookies. The [www.kathrynbowmanstudio.com](http://www.kathrynbowmanstudio.com) shopping cart cannot function without cookies enabled so that the necessary information to process your order is retained. If you disable cookies with software, [www.kathrynbowmanstudio.com](http://www.kathrynbowmanstudio.com) will be unable to accept your online order. We will not share any personally identifiable information provided by these cookie with any third party. We will, however, link data stored in cookies to the personally identifiable information you submitted while on our site. This allows us to personalize your shopping experience.

## **GUARANTEE**

I guarantee my jewelry for one year with normal wear. Please do not engage in vigorous exercise or sporting games while wearing your Kathryn Bowman Studio jewelry. Most of the beads I use are glass. If dropped on hard surfaces (concrete, ceramic, stone, marble) those beads could break. I will do my best to repair damage, but there will be a charge for the supplies and my time.

## **LOSS**

If you loss your piece and would like to have it replaced we will have to agree on price and my time involved. Sometimes one or two of the elements of a piece are one-of-a-kind and cannot be replace. In that case I can try to replicate or find a similar replacement element. With the loss of

one earring, I will try to duplicate if I still have that same bead or beads and we will discuss a fair value price for the one earring.

## **EXCHANGES**

Exchanges can be made for an item of equal or lesser value, but the original item must be returned in its original condition before the exchange will be sent. I determine what original condition is. Value adjustments will be made if you are owed money in the exchange.

## **RETURNS**

If you are not happy with your item please feel free to return it at your expense. Any returns must be in absolute original condition before money is returned. I want you to be happy with what you purchase from my shop. Once I receive the returned item I will refund your payment credit card or pay pal will be credited.

## **SHIPPING**

\*\*The item or items will be in a sturdy container, box or bubble wrap envelop, to insure that shipments arrive in good condition.

\*\*All items will be shipped within three to four business days of notice of payment from PayPal.

In the US the package should arrive within 3-5 days. There are exceptions to this arrival time around the holidays, so be sure to order early during high volume periods.

\*\*Shipments will be made to the address collected in the purchase form unless otherwise state.

Be sure to give me that other address in the comments area of your order if you desire shipment to a different address than your credit card or Paypal address, for example a gift item.

\*\*I will use delivery confirmation upon request and can add your email address to the post office tracking so you will get email updates on the progress of your package.

\*\*If you order more than one item, it will be combined into one package.

\*\*Custom orders can take up to a month to complete but I will be in contact with you throughout the creation process via e-mail and let you know when it is shipped.

## **ADDITIONAL SHIPPING CHARGES FOR:**

^Next day shipping. (Talk to me via Email or "note to seller")

^Delivery Confirmation. (Talk to me via Email or "note to seller")

^International Shipping. (Out of US)

## **INTERNATIONAL SHIPPING**

~~International Orders will be sent First Class (no insurance available) if under \$25 and lightweight.

~~Please Email me, if you'd like to have insurance added or you would like to upgrade to Priority Mail International or Express Mail International. This upgraded shipping for International orders will more than double the shipping cost, but you will receive the item much quicker and have the added security of insurance.

~~International customs, duties, and taxes are the responsibility of the buyer when the shipment arrives in their country and paid to their postal service

~~Please check that the items you would like are not prohibited for shipment to your country.

## **ORDERING**

There is a full service shopping cart on this web site. It directs your payment to Paypal and they retain any personal payment information you submit. I never see this information. If you are having any difficulties with any order, please contact me at e-mail [1kathrynbowman@gmail.com](mailto:1kathrynbowman@gmail.com) or 314-324-6375.

## **SPECIAL ORDERS**

If you see something in the Boutique that you love, but would like in a different color, send me an email, [1kathrynbowman@gmail.com](mailto:1kathrynbowman@gmail.com). If I have the beads in your chosen color, we can do it. If you want an exact replica of a design in a different color the price would be the same as the piece in my Boutique. If you need other changes we will need to talk about the time and price of those changes. I would love to work with you.

## **COPYWRITE**

All content included on this site, such as text, graphics, logos, button icons, images, audio clips, and digital downloads is the property of Kathryn Bowman or her content suppliers and protected by United States and international copyright laws. The compilation of all content on this site is the exclusive property of Kathryn Bowman and protected by U.S. and international copyright laws. All jewelry designs, kit patterns, metal finding designs, and this web site design are copyrighted to Kathryn Bowman who retains exclusive rights by law. Permission to use said designs must be obtained from the artist. If permission is not obtained and used for profit the offending party will be prosecuted. Jewelry designs in kits can be reproduced by the purchaser up to 100 times if credit in writing is given to Kathryn Bowman with the jewelry piece at time of sale.

*Thank you for reading and compassionately understanding these shop policies.*