

Sew Cute International Terms and Conditions

These terms and conditions apply to Sew Cute International's website located at www.sewcuteinternational.com and all associated web sites and social media accounts linked to www.sewcuteinternational.com by its subsidiaries and affiliates. Please read these terms and conditions carefully. BY USING THE SITE, YOU AGREE TO BE BOUND BY THESE TERMS AND CONDITIONS.

Product Availability

All of our jewelry and embroidered attire is designed and created on site in our Tel Aviv, Israel studio. Because this jewelry and embroidered attire is custom made here in our studio, there may be a 1-4 week delay before a piece can be shipped. If you are interested in a piece that is currently out of stock, please do not hesitate to contact us and we can tell you if and when it is possible to recreate an item.

Information on our Site

At Sew Cute International, we make every effort to ensure that our online catalog is as up to date and complete as possible. To give you the best viewing of our pieces, some items may appear larger or smaller than their actual photographed size; since every mobile device and computer screen is different, size may vary slightly. Within each item's description, we provide the measurements and size of each piece based on its specifications.

Privacy Policy

All identifiable customer information collected for online or in-person purchases are safely kept within the Sew Cute database, and are never disclosed.

Online Return Policy:

Sew Cute International is committed to complete customer satisfaction. We work tirelessly to create quality handmade merchandise in our studio, and are confident that you will be completely satisfied. If you decide to return your purchase made online or in-person for any reason at all; Sew Cute International will refund the purchase within 15 days from the original purchase date. Shipping costs will be deducted from the amount of refund. The contents of the package must be in their original condition and secure within the packaging it came in.

For security purposes, do not disclose the contents when shipping or insuring the package. Sew Cute International is not responsible for any loss or damage that occurs during shipping. Please contact us for the shipping address of where to send your return. All returns must be preceded by contacting our team. Sew Cute International will process your return upon receiving your package. We must confirm that the returned jewelry or embroidered attire has not been damaged, or suffered excessive wear and tear during the 15-day period.

Exchange Policy

All exchanges must be accompanied by the original sales receipt, and or by confirmation of the date of purchase. Any item may be exchanged within **30 days**. Shipping costs will be deducted from the amount of the exchange.

In-Store Return Policy:

If you decide to return an in-store or pop-up event purchase for any reason, we will issue a full store credit for that purchase within 30 days from the original purchase date.

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Shipping Policy:

Shipping options:

All of our shipments will be delivered using either the Israel Doar Post, or FedEx with a tracking number. You will have 2 options: standard shipping or expedited shipping.

Handling Time: For items that are in stock, we will need 3 to 5 days to process your order. All custom orders will be shipped the following business day your order is completed.

Restrictions:

All orders must be shipped to a residence or business address. Items such as one earring of a pair will not be accepted as an exchange or return. All items returned or exchanged must be sent back in the same condition as it was received.

Limited Warranty:

Sew Cute International's guarantee is honest and simple. If something is wrong due to faulty workmanship, we take care of it. It's a fair way of doing business. That being said, precious metals erode and stones can become damaged over time. When normal wear occurs, repairs can be done in the Tel Aviv studio at a normal repair fee of 50-100 nis/\$15-30 depending on the item. Any work performed by a jeweler or seamstress other than Sew Cute International automatically voids the warranty. THIS WARRANTY IS NOT AN INSURANCE POLICY. It is the responsibility of the customer to maintain insurance against loss or damage not covered by the warranty.