



## Wholesale Return Policy

### Our Commitment to Quality & Care

Madelyn Company takes great pride in the quality of our craftsmanship and the level of care we provide to our customers. Keepsake jewelry is designed to be worn and loved. Because it's made from precious metals and alloys, not plastic or coated base materials, it will naturally respond to its environment. Please refer to our care guide for proper care and cleaning of our keepsake jewelry.

### Inspect upon delivery

All orders must be inspected upon delivery. If we are not contacted within one week of delivery, we'll understand the shipment to be accepted.

### Filling & Sealing Responsibility

Proper filling and sealing of cremation jewelry and urns is the responsibility of the purchasing account or end user. Please refer to our Filling and Sealing Instructions. Madelyn Co. is not liable for damage resulting from improper filling, overfilling, or failure to properly seal keepsakes. Please check threading and screws on all items before filling. Allow 24 hours after filling before wearing jewelry to ensure proper bond.

### Replacement Request - Items received in error or in defective condition

- 1) Please submit replacement requests via email within **5 days** of receipt, and include the following:
  - Company name
  - Order number
  - Item name and quantity
  - Description of issue
  - Photos of defects or damage
- 2) Replacement will be sent with return label and credit or refund given when incorrect or defective items are received back.
- 3) If incorrectly ordered – shipping fees will be responsibility of customer.



**Return Request** - Items received in error or that the customer no longer wants.

- 1) Please submit return requests via email within **5 days** of receipt, and include the following:
  - Company name
  - Order number
  - Item name and quantity
  - Reason for return
  - All returned merchandise must be in perfect saleable condition.
- 2) Return label will be emailed and credit or refund given when items are received back.
- 3) Shipping fees will be responsibility of customer unless incorrect items were sent by Madelyn Co.

### **Final Sale Items**

The following items are non-returnable for refund or credit:

- Engraved or personalized merchandise
- Cremation-filled or worn items
- Special orders or custom production
- Clearance or discontinued items

### **Dropship Accounts (Online Retailers)**

As a drop ship partner, Madelyn Co. fulfills orders directly to customers on the retailer's behalf. The retailer acts as the intermediary between consumers and Madelyn Co. for all service or return requests. Customer order errors are the responsibility of the retailer. Approved returns are credited to the retailer's wholesale account only. The retailer is responsible for issuing refunds to the customer.

### **Stock Orders & Distributor Accounts**

All stock orders must be inspected at the distribution center within **10 days** of delivery. Internal transfers between branches do not extend the inspection window. Approved returns, if granted, may be subject to a restocking fee. If replacements or returns are requested after 10 days, distributor may be responsible for return shipping.



### **Limited Lifetime Warranty**

Our keepsake jewelry is backed by a limited lifetime warranty covering defects in craftsmanship and structural integrity under normal wear. Please contact us for your customer if they have a concern about a pendant you purchased through Madelyn Co.

If a piece experiences a structural failure, such as a broken bail, due to normal use, Madelyn Co. will assume cost of repair or replace the item. If the original design is no longer available, a comparable replacement or credit will be offered.

This warranty does not cover unsealed or improperly sealed items, normal wear and tear, accidental damage, misuse, third-party modifications, broken chains, or loss of the jewelry or its contents. Credits and repairs will be at the discretion of Madelyn Co.