

RockHill Designs LLC (RockHill Designs) Terms of Purchase

Payment

RockHill Designs accepts American Express, Discover, Visa, and MasterCard. Charges will appear on your statement as 'RockHill Designs'.

Coupons and Discounts

Coupons may not be combined and may not apply to sale items unless otherwise explicitly stated.

Care and Cleaning

Our jewelry is not waterproof, please remove when showering, bathing or swimming. Clean with a jewelry polishing pad cloth, do not immerse in silver jewelry cleaner. Pearls will retain their lustre if put on last after applying your lotions, hairspray or perfume.

Limited Warranty

WARRANTY: The Company warrants its Products are free of material and workmanship defects for a period of 1 year from the date of shipment (the Warranty). The Warranty does not cover (a) any Product which has been repaired or altered in such a way, in the Company's judgment, as to affect the Product adversely; (b) any Product which has, in the Company's judgment, been subject to normal wear and tear or negligence, accident or improper use or storage; (c) any Product which has not been maintained in accordance with normal practice and in conformity with recommendations and published specifications of the Company.

To validate, the purchaser should furnish Proof of Purchase with shipment date. The Warranty is limited to the repair or replacement, as Company may elect, of any defective part. If the warranted product is not available or reparable, the Company will replace the product with one of equal value. The Company requires the return of the defective material, transportation prepaid, for inspection. The transportation costs of the product to the Company's place of business are not included.

THE COMPANY MAKES NO OTHER WARRANTY OF ANY KIND WHATSOEVER, EXPRESSED OR IMPLIED, AND HEREBY DISCLAIMS ALL WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Returns for Exchange or Refund

We want our customers to love wearing their new jewelry! A customer may exchange/return any item within 30 days of shipment. The Item(s) must be in original packaging and new condition and be accompanied by a return form. If you do not have a return form, you can request one from your RockHill Designs Independent Sales representative or please email us at customerlove@rockhill-designs.com to initiate a return. Our address is RockHill Designs, 4101 Riley Drive, Longmont, CO 80503.

Your refund (less any handling and shipping charges) will be credited back to your original form of payment. It may take up to 3-5 business days to show in your statement once the return is approved, depending on the speed of the processing bank.

Privacy Policy

RockHill Designs respects your privacy. Your information will never be sold to any third party. We may disclose your personal information if we are required by law to do so or if you violate our Terms of Service.

We host our site with BackOffice Enterprise Solutions Inc.. They provide RockHill and our active representatives with a PCI compliant platform. Confidential information is encrypted using secure socket layer technology (SSL) 2048 bit signatures with PCI compliant up to 256-bit encryption. Although no method of transmission over the internet or electronic storage is 100% secure, our web based business platform follows all PCI-DSS requirements.

When you purchase something from our store, as part of the process, we collect the information needed to complete the purchase and/or contact you in the future. With your permission RockHill Designs or one of our representatives may contact you about new products, other social or gathering opportunities or updates. You can opt out of these contacts through contacting your independent RockHill Designs representative or RockHill Designs at customerlove@rockhill-designs.com or you can mail us at RockHill Designs, 1067 S. Hover St. E-229, Longmont, CO 80501-7904.

In general, Third Party providers used by us will only collect, use and disclose your information to the extent necessary to allow them to perform the services they provide to us. However, certain third-party service providers, such as payment gateways and other payment transaction processors, have their own privacy policies in respect to the information we are required to provide to them for purchase-related transactions. We recommend you read their privacy policies so you can understand how your personal information will be handled by these providers.

Once you leave our website or store, you are no longer governed by this Privacy Policy or our Web Use Terms & Conditions. When links direct you away from our site, we are not responsible for the privacy practices of other sites and encourage you to read and understand their privacy statements and terms of use.

Remember that certain providers may be located in or have facilities in different jurisdictions than either you or RockHill, so your information will be subject to the laws of the jurisdiction(s) in which the service provider or its facilities are located. For example, if you are located in a foreign location and your transaction is completed in the USA, your personal information may be subject to disclosure under US legislation, including the Patriot Act.