

If you are not satisfied with the product you have purchased from us, you are eligible for a full reimbursement within 30 calendar days of your purchase. The product must be in the same condition that you receive it and undamaged in any way.

*You must return your entire order to be eligible for a refund.*

### Refunds can be issued using one of two methods:

1. Charge-back credit to the credit or debit card originally used on the order. A 15% restocking fee will be deducted from the refund amount (unless a new order of equal or greater value has already been placed).
2. Store credit or gift certificate for the amount of the purchase total (no restocking fee). Crystal club points will be deducted for all returned items.

### Processing a Return:

- All return products should be sent to:  
Dreamtime Creations, Inc.  
Attn: RETURNS  
21501 Lawrence 2210  
Aurora MO 65605
- All items for return should be carefully packaged in a padded envelope or box with appropriate dampening protective materials. In the event that returns are damaged in shipment due to inadequate packaging, we will not accept the return or process a refund.
- For your return to be processed, you must include a copy of the original receipt or include a note stating your name, order number, date of order, and the quantities originally ordered.

With all returns please include any notes of contact with customer service.

If you have any further questions or concerns, do not hesitate to email us or call any of our customer service representatives at 417-678-5748 Monday-Friday 8:30-5 CST.

### Items NOT eligible for Return:

- SWAROVSKI 2028 stones
- Clearance items
- Cut or altered items (such as banding and chain)
- Discontinued or special produced items

### Return Funds Options

- If your order total is under \$5. You will receive a gift certificate for your refund amount.
- If your order total is over \$5. You will get a choice between a gift certificate or having the funds return to your original payment method.

*Please check the box below for which option you prefer: (If applicable)*

- ☐ Gift card  
☐ Original payment method

### Approved Reasons for Returns:

- Damaged
- Not as pictured
- Wrong Item
- Color not as expected
- Shape not as expected
- Size not as expected

If your reason is not on this list there is a chance it will not be approved. Please check with customer service if you have any questions.

## Return Form

*\*There will be a minimum charge of \$5 or a restocking fee of 15% for all returns.*

QUANTITY	ARTICLE NUMBER	ITEM DESCRIPTION	PRICE	REASON FOR RETURNING

*If you would like to exchange your order, please fill out the forms on the next page.*

