

Sandra Llusà creates each piece of jewelry by hand with much care from her workshop in Barcelona. Every piece is made to order, especially for you and for this reason they each have a different delivery time.

#### ORDERS:

Each piece of jewelry is delivered in a very special handmade packaging. A little cotton paper bag machine sewn in the studio. The engagement rings and wedding rings come in a truly special blown glass vessel by the talented Àlex Frosum, each vessel is a unique piece.

#### DELIVERIES:

Spain: 5 to 10 working days

Europe :5 to 15 working days

Rest of the world: please write to me at [sandra@sandrallusa.com](mailto:sandra@sandrallusa.com)

If you need something urgently, please write to me and I will strive to meet your order as soon as possible.

#### RETURNS:

As each piece is made to order especially for you, I can only accept returns if the piece is damaged by a fault in the making or during delivery. Its necessary to let me know within 5 days of receiving the package and must be returned unworn in the original packaging within 30 days. The piece will be replaced without any additional cost. No cash refunds are offered.

Orders are delivered by mail with a tracking number. I cannot take responsibility for late deliveries or lost mail, I can only control what happens to your order within the workshop. If 15 days have passed since making your order without any further information regarding delivery then please get in touch and I will do my best to find out what's happening.

Should you have any doubts or questions please write to [sandra@sandrallusa.com](mailto:sandra@sandrallusa.com)