

**-What methods of payment do you accept?**

*We accept payments via PayPal, Square, Cash App, any and all Visa, MasterCard, Discover. If for any reason you are having issues with processing your payment please email us ASAP at [boldconversationpieces@gmail.com](mailto:boldconversationpieces@gmail.com) so that we can better assist you.*

**-How long will it take to receive my order?**

***ALL** purchases will take 5-7 business days to process before shipping. Once your order has been processed it will ship immediately*

Please be advised during sales, holidays orders are subject to delays up to **10 business days** before shipping.\*\*

**-Do you ship internationally?**

*Absolutely!*

**-Do you accept returns?**

*Due to the nature of our products, unfortunately no!*

*If you have received a defective product please contact us **immediately** at [boldconversationpieces@gmail.com](mailto:boldconversationpieces@gmail.com) with a description and photos that clearly show what you're emailing about.*

**-Do you offer refunds?**

*Due to the nature of our products, unfortunately no!*

**-Can I exchange a product?**

*Yes! Please contact us within **3 business days** of receiving your item(s). Once item has been returned and inspected a store credit for item only will be issued.*

***If your package has been returned to us due to your address being entered incorrectly, there will be a reship fee required to send back to you.***

**-Do you repair items?**

*Yes, on all handmade beading bracelets and on selected earrings. First, please email us first with clear photos attached as well as a description of what's going on with your item. If a charm or tassel needs to be replaced on your worn item, we will invoice you for the individual materials. Once we have received your item and repaired, you will need to pay a reship fee for their return.*