



TERMS AND POLICIES
PERMANENT JEWELRY & POP-UP EVENTS

DATED APRIL 09 2023

**OUR TERMS AND POLICIES ARE PREPARED TO PROVIDE THE OPTIMAL CLIENT EXPERIENCE.
CAREFULLY READ ALL TERMS AND POLICIES. IF YOU HAVE ANY QUESTIONS, CONTACT ISSA LUMA
JEWELRY PRIOR TO BOOKING YOUR APPOINTMENT.**

1. PRIOR TO YOUR APPOINTMENT

HOSTED POP-UPS

Our Pop-up Locations are hosted events. At times cancelations or rescheduling may occur that is out of our control. Should our host cancel or reschedule for any reason, clients who have booked an appointment will be contacted and we will work with the clients to reschedule.

INVENTORY THE DAY OF YOUR APPOINTMENT

We strive to have sufficient inventory and selections for our events in order for our clients to have the best possible experience and make those forever memories. We generally have over 20 permanent jewelry chain selections and over 50 charms to select from. We are truly about giving our clients the premium permanent jewelry experience.

Chains, charms and connectors are all subject to supply and demand, as such we are unable to guarantee inventory availability for your appointment. We always recommend have 2-3 choices identified when browsing our selections online prior to booking an appointment.

Should you decide to not proceed with your appointment due to inventory availability, this is considered a cancellation or no-show of your appointment and the \$25.00 fee will be charged to your credit card on file.

BOOKING APPOINTMENTS

- In order to purchase a permanent jewelry, you are required to book an appointment during a scheduled pop-up location. Available appointments are subject to availability and may change at any time.
- Each appointment is only for 1 person, 1 chain & any charms/connector (if selected), if you wish to come with friends or family they also want to purchase a permanent jewelry, a separate appointment must be made for each person. If you wish to stack chains, you are required to book additional appointments or contact Issa Luma Jewelry and we can assist in booking for stacked permanent jewelry.
- Anyone under the age of 18 years must have parental consent and anyone 16 years or younger must also be completed by a parent or legal guardian. Anyone 16 years or younger must be accompanied by the parent or legal guardian who completed the booking appointment

- A deposit of \$20.00 is required at time of booking an appointment. This deposit is applied to and deducted from your final bill.
- Each appointment is approximately 20 mins timeslots. If you want more than one permanent jewelry, you must book a separate appointment for each additional jewelry.
- Once you submit your appointment request, you will receive a confirmation of your secured appointment. If you do not receive a confirmation within 24hrs, please contact us via CONTACT US
- We thankfully accept all final payments in the form of an eTransfer, interact debit or major credit card (Visa/MC). Cash or any other forms of payment not listed is not accepted.
- Issa Luma Jewelry aims to maintain collection choices and availability on a regular basis and information used on Issa Luma Jewelry website and social media sites should be used as a guide in making your decision. Collections and inventory will and can change without notice. Final Permanent Jewelry collections and availability can only be confirmed during a booked appointment.

CANCELLATIONS & RESCHEDULING APPOINTMENTS

- Cancellation and Rescheduling request within 24hrs of your scheduled confirmed appointment will result in non-refund of your deposit.
- No Shows (for example: does not attend a booked appointment) will result in non-refund of your deposit.
- Cancellation and Rescheduling requests more than 24hrs of your scheduled confirmed appointment is permitted without charge.
- To **cancel** an appointment:
 - At least 24hrs prior to your appointment: go online and cancel your booking. Refund of your deposit will be processed within 5-7 business days.
 - Within 24hrs of your booked appointment: Contact customer service using the CONTACT US link in WWW.ISSALUMAJEWELRY.COM. Provide your full name, address phone number and details of your booking appointment. This cancellation will result in non-refund of your deposit.
- To **reschedule** an appointment:
 - At least 24hrs prior to your appointment:
 - Go online and cancel your original booking. Refund of your deposit from original booking will be processed within 5-7 business days.

- Then book a new appointment for the desired new date/time/location and pay a new deposit.
- Within 24hrs of your booked appointment: Contact customer service using the CONTACT US link in WWW.ISSALUMAJEWELRY.COM. Provide your full name, address phone number and details of your booking appointment. This rescheduling will result in non-refund of your deposit.
- We do not accept cancellation request by any other means (example: social media DMs).

2. YOUR APPOINTMENT DAY

YOUR APPOINTMENT

- Plan ahead AND arrive early. Take into consideration the following examples of factors that may impact your travel, arrival time and/or readiness for your appointment:

<ul style="list-style-type: none"> • Weather conditions • Traffic • Potential line-ups with Issa Luma Jewelry • Check in Time 	<ul style="list-style-type: none"> • Parking time • Familiarity of the area • Jewelry Selection • Group meet up arrangements
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- Plan to arrive at Issa Luma Jewelry Check In **at least 20 minutes, if not earlier**, before your scheduled appointment start time. Only registered appointment customers are permitted to check in. Proxy check-in (unless on behalf of a minor) is not permitted under any circumstances
- Check-in with an Issa Luma Jewelry Associate on site and receive a **welcome card**. Browse the current chain, charm and connector selections, record your selection your welcome card and return to the Associate **no later than the start time** of your scheduled appointment.
- Time permitting prior to your appointment start time, you will then be given information about the jewelry of choice.
- **Running late?** We appreciate that unforeseen circumstances may arise however, our appointments have a very small window and our clients' experience during their scheduled appointments is top of our priority.

Time Durations	Fee
Check in 10mins into your appointment	Should you want to proceed with the appointment, a late fee of \$10.00 CAD (taxes applicable) will be added to your final bill and Depending if there is a scheduled appointment after, you may be placed on a wait-list for possible future opening that day. Issa Luma Jewelry or its onsite Associates can not, however, guarantee if and when a timeslot will occur.

Time Durations	Fee
	Should an opening not become available or you elect to not proceed with your appointment, this is considered a Cancelled appointment within 24hrs or No-show and follows the Terms and Policies as noted.
Check in after the end time of your appointment	<p>Depending on availability of open appointments after your arrival you may be placed on a wait-list for possible future opening that day. Issa Luma Jewelry or its onsite Associates can not, however, guarantee if and when a timeslot will occur.</p> <p>This is considered a Rescheduled appointment within 24hrs and follows the Terms and Policies as noted.</p>

Note: During pop-up events, all staff and customer service of Issa Luma Jewelry will little to no access to respond to emails related to delayed arrivals.

- What if I have a **change of heart** immediately receiving my permanent jewelry? Time permitting within your allotted scheduled appointment:

Change Type	Fee
Tighten chain	minimum of \$20.00 fee will be processed
Move Add-ons	minimum of \$20.00 fee will be processed
Change add-ons	minimum of \$20.00 fee will be processed + cost of add-ons
Change the chain	<ol style="list-style-type: none"> 1. This is equivalent to purchasing another permanent jewelry. You will be charged for the initial chain selection PLUS cost of the new chain. 2. You may keep removed chain or return to Issa Luma Jewelry; returned chain will not result in a refund of any amount. 3. Performing the change will depend on available time left in your appointment timeslot. <ul style="list-style-type: none"> • Should there not be available time left in your appointment, you will be put on a wait-list for an opening. Issa Luma Jewelry or its onsite Associates can not guarantee if and when a timeslot will occur. • Should an opening not occur on the day of your appointment, you will need to book a new appointment and follow Booking Terms and Conditions
Increase length of Chain	<ol style="list-style-type: none"> 1. This is equivalent to purchasing another permanent jewelry. You will be charged for the initial chain selection PLUS cost of the new chain.

Change Type	Fee
	<p>2. You may keep removed chain or return to Issa Luma Jewelry; returned chain will not result in a refund of any amount.</p> <p>3. Performing the change will depend on available time left in your appointment timeslot.</p> <ul style="list-style-type: none"> • Should there not be available time left in your appointment, you will be put on a wait-list for an opening. Issa Luma Jewelry or its onsite Associates can not guarantee if and when a timeslot will occur. • Should an opening not occur on the day of your appointment, you will need to book a new appointment and follow Booking Terms and Conditions

- Full payment is required on the day of your appointment. We accept eTransfer, interact debit or major credit cards (Visa/MC). No payments in cash and/or deferrals are accepted.

3. REFUNDS / EXCHANGES / WARRANTY

REFUNDS / EXCHANGES (AFTER PAYMENT OF SERVICE/PRODUCT)

- All permanent jewelry are final sale, no refunds or exchanges

WARRANTY

Since Permanent Jewelry are “worn products”, normal wear and tear is to be expected and the care of jewelry is beyond the control or awareness of Issa Luma Jewelry; our warranties takes this into careful consideration.

If covered below, all warranty / service requests must be booked online through WWW.ISSALUMAJEWELRY.COM via BOOK NOW and are held during scheduled Pop-up events.

If a warranty is not listed, it is understood that it is **not** covered.

- **Permanent Jewelry Connector**
 - **Connectors: within 14 days of service: 1 complimentary** repair or replacement, depending on the nature of the repair and you are required to fulfill the following:
 - You are required to book an appointment online and produce original proof of payment to be shown to Issa Luma Jewelry Associate at the start of your booked appointment. If you are unable to produce proof of purchase, the warranty is

considered null/void and will result in a purchase of a brand new connector of your choice and cost.

- Bring to your appointment your connector. If you are unable to produce the original connector, the warranty is considered null/void and will result in purchase of a brand new connector of your choice and cost.
- **beyond 14days of service: Starting at \$35.00.** You are required to book an appointment online, pay a non-refundable \$10.00 booking fee (taxes not applicable) deposit. Your deposit will be applied to the final fee.
- **Chain or add-ons breakage (does not include permanent jewelry connector)**
 - ❖ We only service jewelry that is sold by us. Jewelry purchased from another vendor/store will not be serviced / repaired by us. Repairing your jewelry requires inspection. You will be advised at the time of your appointment whether the jewelry can be repaired and how it can be repaired.
 - You are required to book an appointment online, pay a non-refundable \$10.00 booking fee (taxes applicable) and produce original proof of payment to be shown to Issa Luma Jewelry Associate at the start of your booked appointment. If you are unable to produce proof of purchase, we unfortunately are unable to service your jewelry
 - Issa Luma Jewelry Associate will inspect your jewelry in-person and conduct an assessment. You can determine then what you wish to do; reminder that your appointment deposit is non-refundable should you not want to proceed. If you do want the jewelry repaired, your deposit will be applied to your final fee.
 - You must bring the jewelry with you at your booked appointment.
 - ❖ Terms and Conditions that are applicable to the above booked appointments: Cancellations, Rescheduling, Your Appointment Day. Read those to be reminded before booking an appointment.

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