

CUSTOMER CARE INSTRUCTIONS

All of SoulFire Jewelry is made by hand, therefore, they are delicate and need proper care, handling and storage. When putting gemstone stretch bracelets or anklets on, rolling them on and off is the best way to keep them in good condition, longer.

To ensure the quality, plated and filled jewelry, such as plated hematite and gold plated or filled bracelets, should not be worn while swimming, bathing, exercising or when applying perfumes, lotions or hair products.

To clean your jewelry, use a soft cloth and gently wipe the surface. Please do not use harsh chemicals, jewelry cleaners or jewelry cloths as they will affect the finish of the pieces. Gemstones can be gently washed with a wet cloth but should not be soaked in water (string may wear down).

When you are not wearing your pieces, please store them in the pouches, or place them in a sacred place where you keep your precious gems.

We are not responsible for damages caused by improper care. Repair services are offered. For assistance, please email through Contact Us.

EXCHANGE POLICY

Online purchases can be exchanged for another item within 7 days of receiving the piece. We are not responsible for return shipping costs. Please note that worn jewelry will not be accepted for an exchange. For inquiries, please email through Contact Us.

CUSTOM ORDERS

We do take custom orders, and always love to create something specifically for an individual. Custom orders can take roughly 1-2 weeks depending on the requests of your order. Contact Shanon to create a custom piece Just For You!