

Illuminature Jewelry – FAQ & Product Care Guide

Sizing Details

Rings

We use standard US ring sizing and can assist with conversions from UK, EU, and Australian sizes.

You may also provide the inside diameter (in mm) of an existing ring for sizing.

For best results, consult your local jeweler or use findmyringsize.com for a printable guide.

Please note: We cannot be responsible for incorrect size estimation.

Necklaces

Most of our necklaces are 42 cm in length by default. For statement pieces, lengths may go up to 60–70 cm.

Custom lengths are available upon request.

Production Time

Each piece is handmade to order.

- Solid gold pieces usually take 2–3 weeks.
 - Items with multiple stones or custom designs may require additional time.
If you're in a hurry, please contact us-we'll do our best to meet your timeline.
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Rush Orders

If you need your order by a specific date, let us know **before placing your order**. We'll try to accommodate whenever possible.

Customs & Import Duties

Will I have to pay customs or import taxes?

Yes, depending on your country. Customs duties, VAT, and other import charges **are not included** in our prices or shipping costs.

These are the buyer's responsibility. Please consult your local customs office for an estimate before ordering.

Shipping Information

Yes, we ship **worldwide!**

Delivery times vary by location and may be affected by local customs procedures.

All shipments include tracking. You'll receive confirmation by email once your order ships.

Jewelry Repairs & Replacements

Yes, we offer repair services for items purchased directly from Illuminature Jewelry.

If your item needs repair, email us with photos and a description- we'll guide you through the process.

Please note: Repairs made by third parties void the warranty.

Refunds & Exchanges

We do **not** accept returns due to the handmade nature of our work. However, we do offer exchanges under these conditions:

- Contact us within **14 days** of receiving your order.
- Item must be **unworn**, in **original condition**, and in its **original packaging**.
- Custom or personalized pieces are not eligible for exchange or return.

Gift Box & Packaging

All orders come in a **premium presentation box**, perfect for gifting or storing your jewelry.

Want something more sustainable?

We offer **eco-friendly packaging** made of **mycelium** upon request- just let us know.

You can also include a **gift note**- leave a message during checkout and we'll add it to your parcel.

Care Instructions – Gold & Sterling Silver

- Remove jewelry before showering or swimming. Chlorine can damage the finish.
- Avoid wearing your pieces during household cleaning or heavy work.
- Store each piece **separately** to avoid scratches.

- Gold is a soft metal—rings should be treated with care.
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Care Instructions – Gold Plated Jewelry

- Gold plating wears over time, especially on rings.
 - Avoid exposure to water, sweat, and lotions.
 - Store items individually and clean gently with a soft cloth.
 - Some fading is natural, but proper care will preserve the shine.
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Cleaning Gold Jewelry

For jewelry without gemstones:

- Use lukewarm water and mild dish soap.
- Gently clean and rinse; dry thoroughly with a soft cloth.

For jewelry with gemstones:

- Do not soak.
- Use a soft damp cloth with soap to gently clean stones and metal.
- Be especially cautious with porous stones like emeralds.
- Rinse gently and pat dry.

Sticklight Instructions – Magic Mushroom Necklace

To activate your Magic Mushroom Necklace:

1. Take the 40 mm green sticklight.
2. Gently **bend** it until it snaps and **shake well**.
3. Insert it into the **top hole of the necklace** and slide it all the way down into the inner chamber.
4. Enjoy up to **24 hours of magical glow**.
5. After ~12 hours, **gently shake** the necklace again to refresh the glow.
6. When the light fades, **remove and replace** with a new sticklight.

Note: Sticklights are **single-use** and should be recycled after use.

Sticklight Safety Instructions

- Handle gently. Avoid breakage or puncturing.
- Adult supervision is required for children.
- Avoid contact with skin or eyes. In case of contact, **rinse immediately** and consult a doctor if needed.
- Do not ingest.

- Dispose of sticklights responsibly. Follow your local guidelines.
 - Store in a cool, dry place, out of direct sunlight.
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Warranty

We proudly offer a 180-day warranty for manufacturing defects on all jewelry.

This does not cover:

- Normal wear and tear
- Accidental damage
- Improper care
- Third-party repairs or alterations

Even after 180 days, we're happy to help with repairs or guidance—customer care is one of our core values.