

# **IREN WORKS LLC SHIPPING, DELIVERY & RETURN POLICY**

## **SHIPPING & DELIVERY POLICY**

**Last updated: 04/27/2023**

Please carefully review our Shipping & Delivery Policy when purchasing our products. This policy will apply to any order you place with us.

### **Shipping Fees**

We offer shipping at the following rates:

Weight	Standard 5-7 Business days	Priority 1-3 Business days
12oz	\$7.15	\$10.40

All times and dates given for delivery of the products are given in good faith but are estimates only.

Once your order is packaged, you will receive an email with tracking information.

### **DO YOU DELIVER INTERNATIONALLY?**

We do not currently offer international shipping.

### **WHAT HAPPENS IF MY ORDER IS DELAYED?**

If delivery is delayed for any reason we will let you know as soon as possible and will advise you of a revised estimated date for delivery.

### **HOW CAN YOU CONTACT US ABOUT THIS POLICY?**

If you have any further questions or comments, you may contact us by:

- Email: [irenworks.metalsmithing@gmail.com](mailto:irenworks.metalsmithing@gmail.com)

## **RETURN POLICY**

**Last updated 04/03/2023**

Thank you for your purchase. We hope you are happy with it. However, we understand things may happen that are out of our control. If your item(s) has arrived damaged, defective or it wasn't what you wanted reach out to us as soon as possible. Please see below for more information on our return policy.

## **RETURNS**

All returns must be postmarked within thirty (30) days of the purchase date. All returned items must be in new and unused condition. We can only offer in-store credit for returned item(s) that are after (30) days and before (90) days.

## **RETURN PROCESS**

To return an item, please email customer service at **irenworks.metalsmithing@gmail.com** to obtain a Return Merchandise Authorization (RMA) number and return shipping label. Return labels can be printed out on your own, or brought to the USPS office and printed out for you. After receiving a RMA number, place the item securely in its original packaging, then mail your return to the following address:

Iren Works  
Attn: Returns  
RMA #  
111 Division Ave S  
GRAND RAPIDS, MI 49503  
United States

## **REFUNDS**

After receiving your return and inspecting the condition of your item, we will process your return. Please allow at least seven (7) days from the day we receive your item to process your return. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company. We will notify you by email when your return has been processed.

## **EXCEPTIONS**

The following items cannot be returned:

- Custom(s) unless defective or damaged in transportation.

For defective or damaged products, please contact us at the contact details below to arrange a refund or exchange or repair (if applicable).

### **Please Note**

- Sale items are FINAL SALE and cannot be returned.

## **QUESTIONS**

If you have any questions concerning our return policy, please contact us at:

[irenworks.metalsmithing@gmail.com](mailto:irenworks.metalsmithing@gmail.com)