

# MICHELLIA



## COMPLETE CUSTOMER CARE GUIDE

Thank you for your purchase from Michellia!  
Attached is some information that you might want to know about your new jewelry. I take pride in making my customers happy, so if you have more questions after reading through the guide, please don't hesitate to contact me via Etsy message or email. It is my honor to make Michellia jewelry a timeless addition to your treasured memories.

Michelle  
Owner & Designer of Michellia



# RETURNS & EXCHANGES



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[www.michellia.com](http://www.michellia.com)  
[info@michellia.com](mailto:info@michellia.com)

## RINGS

Since every ring is custom made in your specific size, there are typically no returns or exchanges unless a mistake has been made on my part (wrong size, wrong color, quality issue etc.) If you believe that I have made a mistake in crafting your ring, please contact me within 7 days of receipt and I will gladly take full responsibility to ensure your satisfaction.

If you would like to return your ring for any other reason, please contact me via Etsy or email within 30 days of receipt, and your request will be considered on a case-by-case basis. Please note that returns unrelated to the quality of the ring may be subject to a restocking fee of \$200 or more, depending on the specific circumstance.

## ALL OTHER JEWELRY

All other types of jewelry (i.e. necklace, earrings) can be returned or exchanged within 30 days of receipt, provided that the item is in its original condition without obvious signs of wear. Please contact me via Etsy or email for return address.

## WARRANTY INFO



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I offer a 30-day quality warranty on all my jewelry - please contact me within 30 days of receipt if you experience any quality issue with your purchase. Please note that warranty excludes all damage caused by abuse or worn out of expectations for normal, everyday wear. Some examples that would not be considered quality defects include, but not limited to:

- Discoloration due to exposure to chemicals, make-up, swimming pools, hot tubs or bathing.
- Damage caused by performing chores and/or carrying out rigorous physical activities while wearing your jewelry.
- Damage caused by running your jewelry into hard surfaces, or similar accidental mishaps.

Beyond the 30-day warranty window, I am still willing to consider reasonable requests for repair work on a case-by-case basis. Basic maintenance jobs will always be provided free of charge, such as replacement of accent stones, prong tightening, or simple cleaning/polishing. In the case of accidental damage caused by the buyer, such as chipping the stone, scratching the setting, and/or breaking a prong, please contact me and I am usually able to repair the damage for a reasonable fee. Please rest assured that I am always here to ensure your satisfaction with all Michellia jewelry purchases.

## RING RESIZING INFO



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If you believe you have purchased the ring in the wrong size, please first check with a reputable jeweler/retailer in your area and see if they are able to perform the job locally. Most of my rings can be resized easily by a skilled jeweler, usually for a small fee. This option will take away the risk and cost of shipping a high-value item back and forth, and should be the first option for you to consider.

If you are unable to find a local jeweler to perform the job, you may contact me to send the ring back for resizing. Please note that there will be a \$50 fee for resizing done by me, plus an additional \$20 fee for shipping the ring back to you with insurance. You will be responsible for shipping the ring to me with proper packaging, tracking, and insurance. Please contact me via Etsy or email for shipping address.

International orders are not eligible for my resizing service due to the high postage involved - please take it to a local jeweler if possible.

## GENERAL CARE GUIDE



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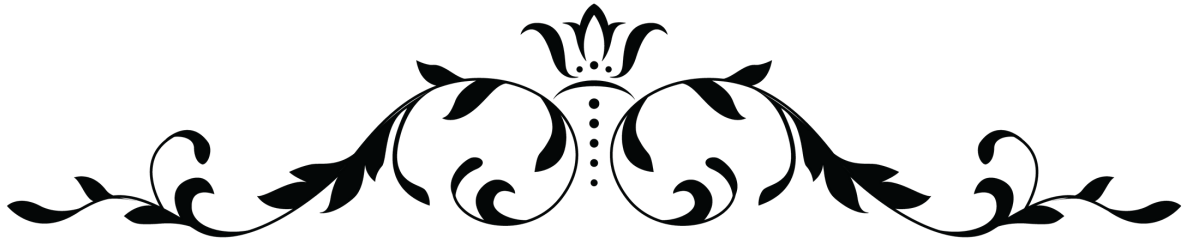
Solid gold jewelry is a precious possession designed and crafted to last for generations, but proper care is required to assure the lasting beauty of your jewelry.

### ALWAYS:

- Take your jewelry off before taking showers or going to sleep. Apply all lotions, cosmetics, and perfumes **BEFORE** putting on your jewelry.
- After each wear, wipe jewelry piece with a clean soft cloth to remove dirt and oil buildups.
- Clean with lukewarm water if needed; mild soap is okay for most gemstones except opals (please see separate care information for opal jewelry).
- Store each jewelry piece separately in fabric-lined box to prevent scratches.

### NEVER:

- Never wear jewelry when doing physical work such as housekeeping, gardening, or exercise.
- Never expose jewelry to household cleaning products.
- Never expose jewelry to chlorine swimming pools, hot tubs, or ocean water.
- Never expose jewelry to sudden temperature changes and excessive sunlight.



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SPECIAL CARE INFO  
ABOUT OPAL JEWELRY

All opals used in my jewelry are natural solid opal stones (not doublets or triplets) from the Wollo province of Ethiopia.

As magical and mesmerizing as opals are, they are considered a delicate gemstone and require some special care to maintain their beauty. With some knowledge and understanding of the nature of the stone, you can keep your opal jewelry in beautiful condition for many years to come.



# SPECIAL CARE INFO ABOUT OPAL JEWELRY



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## 1) OPAL'S HYDROPHANE NATURE

Ethiopian opals are hydrophane in nature, which means that they are absorbent of water and other liquids. The term hydrophane comes from the Greek words meaning “water-loving”, and this characteristic makes Ethiopian opals much more durable and crack-resistant than Australian opals. Australian opals need to be kept in a humid environment and regularly soaked or even oiled to prevent crazing or cracking. Ethiopian opals do NOT need such care because of their natural ability to absorb moisture from the environment.

If the Ethiopian opals are left in water or a humid environment, they may turn translucent and lose their play of color temporarily. However, the fire and color will come back once the opal has fully dried, which can take anywhere between minutes to weeks, depending on how much water they managed to absorb. If your opal gets wet from rain or washing hands, simply dry off the surface with a clean microfiber cloth and let the stone naturally air dry to restore its play of color. Do not try to speed up the drying process by placing the opal under a hot light or hair dryer.

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### 2) AVOID LIQUID CHEMICALS ON OPAL

Short-term contact with plain water and moisture does not cause damage to Ethiopian opals. However, contact with oils or other chemical liquids may result in permanent stain and damage to your opal jewelry. Please keep your opal jewelry away from cleaning agents, perfumes, oils, and any chemical liquids. Do not wear opal jewelry while washing hands, showering, washing dishes, swimming, or any other activity that would risk prolonged exposure to impurities in the water.

In general, it is recommended that you keep your Ethiopian opal jewelry naturally dry to reduce internal stress on the opal.

### 3) AVOID PHYSICAL STRESS ON OPAL

Opal rates 5.5 to 6.5 on Moh's scale of hardness, which is comparable to the hardness of glass. As a general rule for all fine gemstone jewelry, it is important to remove your opal jewelry if there is a chance for it to be under physical stress. Avoid wearing your opal jewelry during sleep, housekeeping, gardening, or other rigorous physical activities.



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### 4) CLEANING TIPS FOR OPAL JEWELRY

After every wear, the best cleaning method for Ethiopian opal jewelry is to use a clean, soft, dry microfiber cloth to gently remove dirt, residue, and oils. If it is heavily soiled, rinse in plain, lukewarm water without any soap or detergent.

Ethiopian opals should NOT be cleaned with soapy water because of its hydrophane nature – cleaning an Ethiopian opal with soapy water or other liquids could cause contamination of the gem if any residue remains in the opal after drying. NEVER use a steamer or ultrasonic cleaner on any opal jewelry.

### 5) Checklist of Do's and Don'ts

- After immersing opal in water, allow it to air dry to restore play of color.
- Clean opal with dry, soft cloth to gently remove dirt and buildups.
- Do NOT clean opal jewelry with soap or other cleaning agent.
- Do NOT expose opal jewelry to chemical liquids, including soap, oil, cosmetics, pool water etc.
- Do NOT wear opal jewelry during sleep, manual labor, and physical activities.