



Return & Exchange Policy

No cash refunds available. Store credit is available for stock items if returned within 14 days of purchase. All custom work is non-refundable and non-exchangeable. Should the custom product we produce and deliver be unsatisfactory, we will do our best to work with the client to make any changes and adjustments to the jewellery piece, with costs covered by either X.O or the client depending on a case-by-case basis; the responsible party for the cost of the adjustment(s) depends on what was asked for and what was delivered, with email and written records being used as reference to determine a fair solution determined by X.O Fine Jewellery Design Inc.

X.O will not be held liable for the cost of remaking a piece should the client be unsatisfied; X.O may cover the cost of adjustments to the manufactured piece if it is determined and proven that X.O did not deliver the product in line with the original design. Once the client approves the design and confirms in writing or verbally that X.O may proceed with production, the client cannot go back on their word and must cover all production expenses; should the client change their mind about the design after giving approval to commence production, the client must cover all production costs up until that point in production.