CUSTOMER FAQs

Can a previously purchased Locket be sent back to be engraved?

Inscriptions™ engraving is only available on orders of the new Large Twist Living Locket Base SKU #s ILK4002, ILK4003, ILK4004, and ILK4005 submitted on or after February 17, 2015 and Large Solid Twist Living Locker Base SKU # ILK4010.

Can I return an Inscriptions product if I don't like it in person?

Inscriptions products are one-of-a-kind custom, and therefore non-cancellable, non-returnable and non-refundable with the exception of a manufacturing defect or if visual previewing is drastically different from actual personalized product as delivered (online ordering offers a visual preview prior to submitting order).

If you are ordering Inscriptions items at a Jewelry Bar, your Designer may have samples of Inscriptions items in several of the templates, so you should have a good idea of what your order will look like. Please review the samples as well as the Inscriptions section of the Take-Out Menu, as once you sign the Customer Order Form you are verifying that not only the information on the form is accurate but that you understand the terms of the sale (that Inscriptions are non-cancellable, non-returnable and non-refundable).

Please refer to the back of your Customer Order Form for complete details.

What do I do if there is an error on my Inscriptions product?

Any Customer completing a paper Customer Order Form at a Jewelry Bar will be asked to sign the bottom of the form, verifying that all information is accurate. We guarantee that your Inscriptions order will be inscribed as ordered. If you find an error with your order, please contact your Designer.

Customer orders completed online will see a visual preview prior to submitting the order and need to check a box agreeing to the Inscriptions exchange and refund terms. Submitting the order verifies that all information is accurate. If visual previewing happens to be different from actual personalized product as delivered please contact Customer Service (1-888-491-0331 US | 844-825-1687 Canada, Monday through Friday, 8:00 a.m. to 9:00 p.m. EST).

Can I request a different font on a Large Twist Living Locket Base?

We have one font style (BLOCK) for engraving the Large Twist Living Locket Base SKU #s ILK4002, ILK4003, ILK4004 and ILK4005.

Can I request a different font on my Inscriptions product?

We offer two font styles for engraving all Inscriptions products – BLOCK and MONOGRAM SCRIPT. Many of the templates are available in upper and lowercase letters. Please refer to Step 2 of the seasonal Take-Out Menu or the Inscriptions Worksheet for details.

When ordering online, please see the Template restrictions as you personalize your Inscriptions products.

Is a Locket Face sold with the Locket Base?

Since there are many available options for you to select from, the Twist Living Locket Face and Base are sold separately.

Can I have something different engraved on the back and the front?

Plates are double-sided. Side 1 = personalization and Side 2 = Inscriptions logo.

You can customize Side 1 of the Plate only.

And just a reminder, engraving is available on the BACK of the Locket Base only.

Can I have engraving on more than one side of a Hexagram, Plaque, or Slider?

No, Inscriptions engraving is available on one side of the Hexagram, Plaque, or Slider.

Can I have a Twist Living Locket Face engraved?

Inscriptions engraving is available on the BACK of the Locket **Base** only.

Do you charge by the letter?

No. Whatever template you choose, the price remains the same. Please refer to Step 1 of the seasonal Take-Out Menu or the Inscriptions Worksheet for complete pricing details.

When ordering online, please note the product pricing (that includes personalization).

Why can't I have a Rose Gold Plate engraved?

We are currently offering plates in Silver and Gold only. You *can* engrave a Rose Gold Locket Base though!

Do certain fonts cost more than others? Font Sizes?

There is one price per style no matter what font or template is chosen. Font size and style is determined by your choice of template. Please refer to Step 1 of the seasonal Take-Out Menu or the Inscriptions Worksheet for pricing details. When ordering at a Jewelry Bar, please refer to Steps 1 & 2 of the seasonal Take-Out Menu or the Inscriptions Worksheet for pricing and template details.

When ordering online, please refer to Template restrictions under the text boxes as you personalize your item. Before submitting your online order you will see a visual preview of the item with your personalization as it will be inscribed.

How many letters will fit on each Template for Inscriptions products?

We offer a variety of templates that will give you text placement options! When choosing a template, please keep in mind at least one character needs to be on each line of your template chosen. Please refer to Step 2 of the seasonal Take-Out Menu or the Inscriptions Worksheet for details.

When ordering online, please refer to Template restrictions under the text boxes as you personalize your item. Before submitting your online order you will see a visual preview of the item with your personalization as it will be inscribed.

Can I choose where I want my word on the Inscriptions products? Through the center? In an arc? Up and down?

We offer a variety of templates that will give you text placement options! When ordering at a Jewelry Bar, please refer to Step 2 of the seasonal Take-Out Menu or the Inscriptions Worksheet for details.

When ordering online, please refer to Template restrictions under the text boxes as you personalize your item. Before submitting your online order you will see a visual preview of the item with your personalization as it will be inscribed.

Can I get a Heart Plate engraved?

We currently offer Inscriptions Plates in Medium and Large Round and Heritage Plate sizes only.

If you would like to have a heart as part of your Inscriptions engraving, several template styles offer a heart symbol. Please note that the placement of the heart symbol is static. (It is not movable on the product).

On the template styles that show a heart symbol, what does "heart is static" mean?

"Static" means that the heart symbol is part of the template, and is not movable. Your custom inscriptions is engraved around the heart symbol as shown in Step 2 of the seasonal Take-Out Menu or the Inscriptions Worksheet.

Are there words that I CANNOT have engraved on my Inscriptions items?

Inscriptions is all about personalization and we want our customers to inscribe their memories. Your Designer will be able to help you determine if any words may not be acceptable. If an inappropriate word is entered as part of the online Inscriptions ordering process, it will not be accepted and the order will not move forward.

Can I get a company logo on an Inscriptions Plate?

Images and logos are not available for engraving on the Inscriptions Plates. There is a wide selection of templates for text available. If ordering at a Jewelry Bar, please refer to Step 2 of the seasonal Take-Out Menu or the Inscriptions Worksheet for details.

When ordering online, please refer to Template restrictions under the text boxes as you personalize your item.

Can I get a trademarked name on my Inscriptions products?

At this time we cannot accept any trademarked name or tag line as part of an Inscriptions order. You can still express your story by using general terms and complete your story with charms!

Examples:

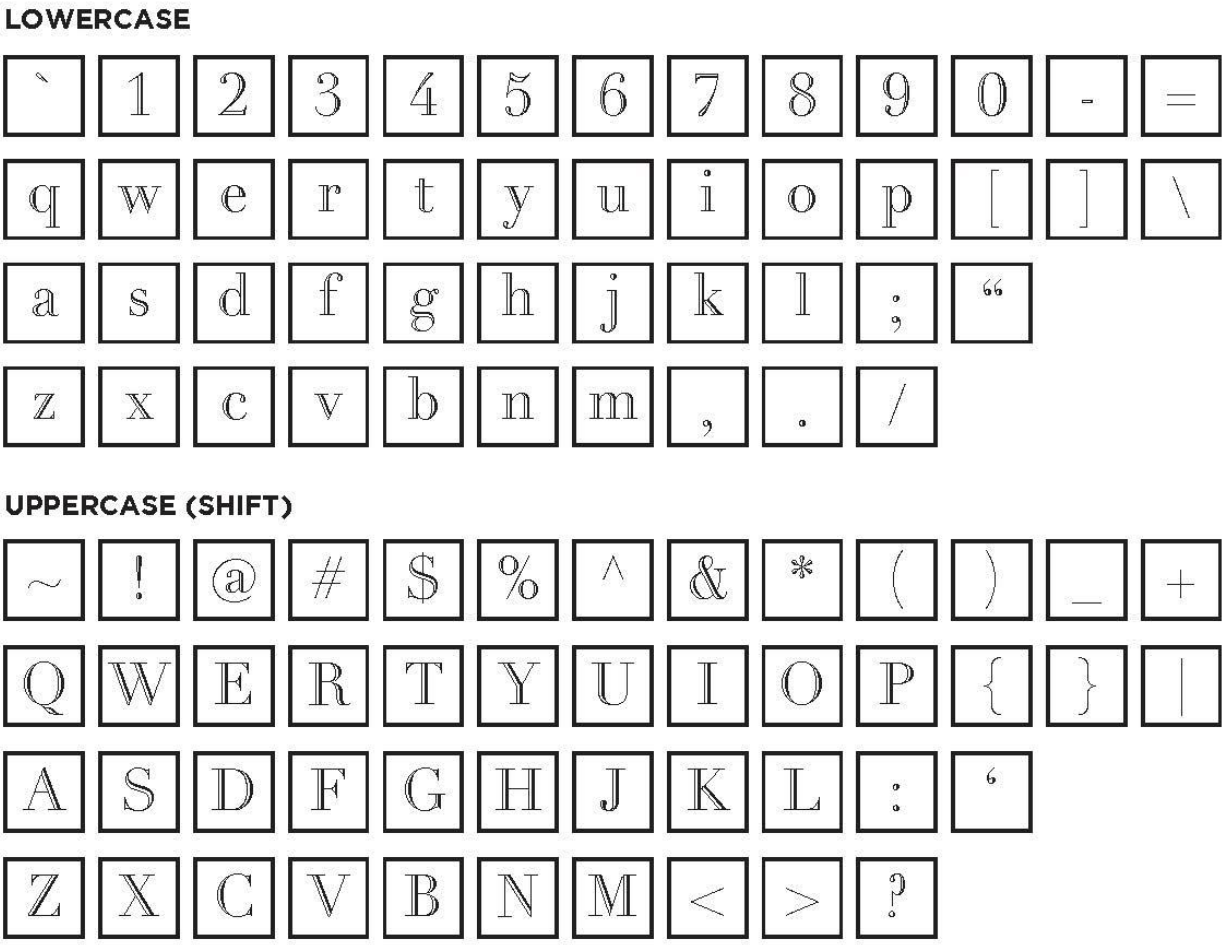
NOT ACCEPTABLE	**ACCEPTABLE**
#1 Ohio State Buckeye Fan!	#1 Buckeye Fan!
I love the Phoenix Suns!	I love the Suns!
Girl Scouts of America Rocks!	Scouts Rock!
Disneyland Vacation 2015	Vacation 2015
New England Patriots	Pee Wee Patriots
Arizona State Class of 2015	Class of 2015
#1 Pfizer Sales Team	#1 Sales Team
I <3 Taylor Swift	I <3 Taylor or I <3 country music
Kappa Alpha Theta **or** ΚΑΘ	Theta

Will I be able to engrave the Spanish or Greek alphabet on my Inscriptions products?

With Inscriptions, you can tell your story a thousand different ways – just be sure to only use the characters that appear on your standard laptop or desktop computer keyboard.

Inscriptions using the MONOGRAM SCRIPT font style only include UPPPERCASE letters.

The keyboard layouts below show the characters that can be inscribed in the BLOCK font style – and in the same arrangement they appear on your laptop or desktop keyboard.



How do I input a degree symbol for an Inscriptions Hexagram?

You are able to type SELECT ASCII characters using your laptop or desktop keyboard that has a “ten finger numeric keypad” to form the degree symbol. Hold down the FN (Function) key and the ALT key along with the numbers 0176, FN ALT 0176.

PC Laptops - Hold down the FN (Function) key and the ALT key along with the numbers 0176, FN ALT 0176 (using the alternative 10 finger numeric keypad).

PC Desktop – Hold down the ALT key along with the numbers 0176 from your ten finger numeric keypad.

MAC – Hold down the Option key and press the letter K.

ASCII Character	PC	MAC
°	Alt+0176	<option>k
¡	Alt+0161	<option>1
¿	Alt+0191	<option><shift> /
À	Alt+0192	<option> ` A
Á	Alt+0193	<option>e A
Â	Alt+0194	<option><shift>m
Ã	Alt+0195	<option>n A
Ä	Alt+0196	<option>u A
Å	Alt+0197	<option><shift>a
Ç	Alt+0199	<option><shift>c
È	Alt+0200	<option> ` E
É	Alt+0201	<option>e E
Ê	Alt+0202	<option>i E
Ë	Alt+0203	<option>u E
Ì	Alt+0204	<option> ` I
Í	Alt+0205	<option><shift>s
Î	Alt+0206	<option><shift>d
Ï	Alt+0207	<option><shift>f
Ñ	Alt+0209	<option>n N
Ò	Alt+0210	<option><shift>1
Ó	Alt+0211	<option><shift>h
Ô	Alt+0212	<option><shift>j
Õ	Alt+0213	<option>n O
Ö	Alt+0214	<option>u O
Ù	Alt+0217	<option>` U
Ú	Alt+0218	<option><shift>;
Û	Alt+0219	<option>i U

ASCII Character	PC	MAC
Ü	Alt+0220	<option>u U
á	Alt+0225	<option>e a
à	Alt+0224	<option> ` a
â	Alt+0226	<option>i a
ã	Alt+0227	<option>n a
ä	Alt+0228	<option>u a
å	Alt+0229	<option>a
ç	Alt+0231	<option>c
è	Alt+0232	<option>` e
é	Alt+0233	<option>e e
ê	Alt+0234	<option>i we
ë	Alt+0235	<option>u e
ì	Alt+0236	<option> ` i
í	Alt+0237	<option>e i
î	Alt+0238	<option>i i
ï	Alt+0239	<option>u i
ñ	Alt+0241	<option>n n
ò	Alt+0242	<option> ` o
ó	Alt+0243	<option>e o
ô	Alt+0244	<option>n o
ö	Alt+0246	<option>u o
ù	Alt+0249	<option>` u
ú	Alt+0250	<option>e u
û	Alt+0251	<option>i u
ü	Alt+0252	<option>u u
ÿ	Alt+0255	<option>u y

How do I input an order for a Monogram?

Please refer to the Template "I" of your seasonal Take-out Menu or the Inscriptions Worksheet. Please note that the Monogram font is in UPPERCASE only.

When ordering online, please refer to Template restrictions as you personalize your item. Before submitting your online order you will see a visual preview of the item to review as well.

For example:

To the Lovebirds:
The bride's first initial, the couple's surname initial, the groom's first initial
J is for Jennifer
S is for their surname, Smith
D is for David

For the Single Ladies:
Her first initial, her surname initial, her middle initial
M is for Mary
H is for Mary's surname, Harris
K is for Mary's middle name, Katherine

For the Wives:
Her first initial, her married surname initial, her maiden surname initial
L is for Linda
T is for Linda's married surname, Taylor
A is for Linda's maiden surname, Anderson

Make it His:
His first initial, his surname initial, his middle initial
W is for William
S is for William's surname, Scott
J is for William's middle name, James

For the Little Ones:
His or her first initial, his or her middle initial, his or her surname initial
E is for their daughter, Emily
C is for Emily's middle name, Claire
B is for Emily's surname, Brown

Can I see what my engraved Plate will look like before I place my order?

Any Customer completing a paper Customer Order Form at a Jewelry Bar will be asked to sign the bottom of the form, verifying that all information is accurate. We guarantee that your Inscriptions order will be inscribed as ordered. If you find an error with your order, please contact your Designer.

Customer orders completed online will see a visual preview prior to submitting the order. Submitting the order verifies that all information is accurate.

How will my Inscriptions products be packaged?

Most of your custom Inscriptions products will be packaged in a cello bag with an Inscriptions card behind it. The back of the card will include care instructions.

The exception is your custom inscribed Large Twist Living Locket Bases and Large Twist Solid Living Locket Base, which will be packaged in a special Inscriptions Hex Box with care instructions on the side of the box band.

How do I care for my Inscriptions products?

Jewelry and liquids just don't mix. Remove before entering water, using harsh chemicals or applying beauty products. Handle Plates along the edges to prevent tarnishing. With an occasional pick-me-up, jewelry will always shine, simply use a dry polishing cloth and be gentle.

What are the Inscriptions products made of?

All of our Inscriptions Plates are made right here in the U.S.A., and consist of brass (gold plates) and German silver (silver plates) to provide you a better tolerance to oxidation which can result in tarnishing.

Our Lockets are made of stainless steel (silver locket bases), stainless steel with gold ion plating (gold locket bases), stainless steel with copper and gold ion plating (rose gold locket bases), and stainless steel with black ion plating (black locket bases).

Our Inscriptions Plaques, Sliders, and Hexagrams are made of stainless steel.

What is the timeframe for my Inscriptions products to be delivered?

If you attended a Jewelry Bar or were part of an online Jewelry Bar, your Inscriptions items will be delivered 9-14 business days after the Jewelry Bar closes and the order has been submitted by your Designer. Any Inscriptions products will ship directly to your home (rather than a Jewelry Bar Hostess). These are custom orders and with that require longer production time, so we ask you to please be patient while we create your one-of-a-kind items.

See table below to get an idea of your delivery time for both Inscriptions and Non-Inscriptions items:

	Order Type	Processing or Production Time	Carrier Transit Time	Delivery Time
Guest Mary	Non-Inscriptions	2 business days	2-7 business days	4-9 business days
Guest Jane	Inscriptions	7 business days	2-7 business days	9-14 business days
Guest Lisa	Non-Inscriptions *AND* Inscriptions	7 business days	2-7 business days	9-14 business days
Guest Emma order #1	Non-Inscriptions	2 business days	2-7 business days	4-9 business days
Guest Emma order #2	Inscriptions	7 business days	2-7 business days	9-14 business days

NOTE: Guest Emma above decided she wanted to have her Non-Inscriptions products as soon as possible, so opted to split her order into two orders. ***Separate shipping rates will apply on each order.*** Please refer to the back of your Customer Order Form for shipping rate details.

Please see table below if you are a Customer that ordered your Inscriptions products online, *not* part of a Jewelry Bar:

	Order Type	Processing or Production Time	Carrier Transit Time	Delivery Time
Customer Mary	Non-Inscriptions	2 business days	1-7 business days as selected*	3-9 business days
Customer Jane	Non-Inscriptions *AND* Inscriptions	7 business days	2-7 business days	9-14 business days

*Selected online shipping rate (Standard, 2 Day, or Next Day) per the options at checkout.