



How long will it take to receive my order?

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What if I have beads and would like them made into an item?

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Kai Expressions Guarantee

How long will it take to receive my order?

Our goal is to get your item(s) in your hands as soon as possible. Since all items are made by hand on demand, we require a 2 – 7 day product creation window, subject to material availability. (Most items will be shipped within 3 – 4 days of receiving your order.) Therefore our normal shipment estimate is within 4-10 business days of receiving your order. Once your order is received you will be sent a confirmation. Please send an email to janine@kaiexpressions.com if you have a deadline you need your item(s) by or for additional inquires on the status of your order.

How do I place an order?

1. **Online**

24 hour secure online ordering via kaiexpressions.com

2. **Email**

Send us an email detailing your order at janine@kaiexpressions.com. Be sure to include product name, pierced (french or fishhook earwire or post studs) or clip-on style and preferred metal (sterling silver, stainless steel, silver/gold plated). You will be contacted for credit card payment information and confirmation of availability.

Preferred payment is via credit card or money order. Checks are also accepted but please expect short delay as items are shipped upon check clearance. Please make checks payable to Kai Expressions. (Returned checks are subject to NSF charges)

Frequently Asked Questions



How do I customize an order?

Send an email to janine@kaiexpressions.com outlining your request. For bridal party jewelry we will coordinate to ensure all pieces accurately match your fabrics. Bridal pieces can be selected from a sample set or created on demand. Once the order has been finalized you will be sent an invoice and can pay online or via credit card, money order or check. Please allow an average of 10 – 14 business days (once order finalized) for delivery for larger orders, pending material availability.

What if I want to sell your products in my store?

Simply email janine@kaiexpressions.com with the products you are interested in and we will gladly send a contract outlining a one time or on going consignment or wholesale relationship. For ongoing consignment we can also provide countertop display and business cards. We are happy to work with businesses nationwide.

How do I set up a home showcase or invite Kai Expressions to my event?

If you are in the Southern Los Angeles area and would like to have a Kai Expressions representative come to your home for a showcase please send an email to janine@kaiexpressions.com with proposed dates and an estimated number of attendees. You will receive \$50 for hosting and managing guests. A minimum of 10 attendees is required. All inquiries subject to discretion.

If you are interested in having Kai Expressions attend your event please send an email to janine@kaiexpressions.com with date(s), location and vendor fee (if applicable).

What if I have beads and would like them made into an item?

Kai Expressions will continue to accommodate requests. Simply send your materials to an address provided and we will gladly create your item within one week for a small fee (usually \$10 - \$15, pending project). Shipping and handling fees will also be added.

What if I don't have pierced ears?

All of our earrings can be converted for you into clip-ons. These findings can be made with Silver or Gold plated findings.

Do you have other options for your earring findings?

Yes, you may request Sterling Silver (.925) french earwires or fishhook earwires or stud posts, Stainless Steel earwires, Silver/Gold Plated fishhooks. or Silver/Gold Plated clip-ons. We can also provide 14 Carat Gold hooks (kidney shaped with latch close in the back.) 14 Carat Gold findings cost an additional \$10.

Do you offer Gift Wrapping?

All of our items come in professional and appealing packaging. Earring/necklace sets and bracelets are shipped in printed white foil cotton-filled boxes. Earrings come in copper sheer 3" organza bags with satin pull and rubber earring backings. If you wish to ship directly to a recipient we can gift wrap your item(s) with a personalized note from you for the following additional costs: \$2.00 (small items: earrings, sets and wine charms) and \$5.00 (larger items: earring frames). We can also attach a personalized gift card for all items. Please email us prior to placing your order and we can ensure the products you would like include these options. We are happy to accommodate any special requests. Email: Janine@kaiexpressions.com

Frequently Asked Questions



What is the quality of your products?

We use only high quality materials to create and design each item that are hand selected for quality assurance. We purchase our materials only from reputable suppliers. Our beads range from genuine gemstone, freshwater and mother of pearl, glass, shell and wood and genuine Swarovski Crystals. Other jewelry components are made from Sterling Silver (.925), 14K Gold, and Silver and Gold Plate (all of which are identified in the description). If you are allergic we recommend only using the Sterling Silver, Stainless Steel or 14 Carat Gold. All clip-on attachments are plated. Necklaces are made with 49 strands of Accu-flex stainless steel wire coated with nylon and are individually strung by hand.

Is my privacy protected?

Absolutely. We respect your privacy and will never release any of your contact or payment information to a third party. All orders are internally encrypted and your order is extremely safe.

Kai Expressions Guarantee:

We guarantee our items 100%. It is important to us that you are completely satisfied with your purchase. If you are not happy with your order, return it for an exchange or refund (minus shipping charges) within 14 days of receipt in new condition. If there is a problem with your item related to craftsmanship or quality, we will repair or replace the items free of charge within the above specified timeframe.

All other inquiries regarding merchandise and/or shipping must be submitted to Kai Expressions within 6 months of placing your order. Unfortunately, we are unable to guarantee replacement or refunds after this time.

Please send all comments to kaiexpressions@kaiexpressions.com.
