



[www.spiraltree.co.za](http://www.spiraltree.co.za) [www.facebook.com/keepsakejewellery](https://www.facebook.com/keepsakejewellery) [orders@spiraltree.co.za](mailto:orders@spiraltree.co.za) [@spiraltreestudio](https://www.instagram.com/spiraltreestudio)  
0826014108 (for courier purposes only please – Whatsapp queries will not be responded to)  
Current waiting period is 4-8 weeks once receiving your inserts, design and payment

Keep a little bit of your loved one close to your heart. Supply any inserts – examples include ashes, a lock of hair, photographs, pressed/dried flowers, a children's drawing, fingerprint/footprint etc. and I will preserve it into a truly unique piece. Since every pendant is cast by hand; each is a distinctive work of art fashioned individually; and may vary slightly from the pictures. Please have a look at the Facebook page for examples of various commissioned pieces. [www.facebook.com/keepsakejewellery](https://www.facebook.com/keepsakejewellery)

Please note: As most of the inserts I use are organic in nature, there might be slight imperfections or unevenness. Ashes have a broad range of colours from almost white to black. Breastmilk also has a broad range of hues and so your piece might have a slight yellow, blue or even pink tone This makes each piece more unique. Resin does slightly yellow over time. You can slow this from happening by not bathing/swimming with your pieces or exposing them to extended periods of sunlight. **Attachments and metals are sterling silver unless otherwise stated.**

**Vouchers** for brides, weddings, new mothers, friends etc. are available. Please contact me and I will email you a voucher.

Design time – included in the price of your piece is 30 minutes design time. This includes approximately 3-4 emails which is enough to come up with something unique together and settle on a design. Should the design time or emails exceed this 30 minutes, I reserve the right to charge a pro-rata hourly rate of R400. I will advise you before it gets to this though. Expedited orders will be charged at an additional R250 per piece.

All pendants exclude a sterling silver chain unless ordered. Pendants come on a non-sterling chain of approximately 55cm in length.

### Payment Options

Banking details (EFT only, cash deposits carry a R50 surcharge)  
Invoices only supplied on request

Spiral Tree  
FNB Umhlanga Crescent Branch: 250655  
Account number: 62445922231  
Please use your full name as a reference



**Return parcels are only sent via The Courier Guy – FREE to anywhere in South Africa! (on orders over R1 000)**

You can send your inserts via Postnet or [your own courier](#) – instructions below

## Order Process:

1. Choose a **design** – from the catalogue or from the Facebook page [www.facebook.com/keepsakejewellery](http://www.facebook.com/keepsakejewellery) any additional **chains** you might want. Please provide this information in an email – [orders@spiraltree.co.za](mailto:orders@spiraltree.co.za)
2. **Pay** for your order. Either **full** payment is required upfront, or at least a **50% deposit** in order for me to start on your pieces. The balance is required before I courier your final pieces to you. A 10% overall discount will be provided on orders of 3 or more pieces (not on chains).
3. **Send** your **well labelled parcel** (on the package itself, not only the waybill) including your inserts.  
Postnet to Postnet: Hillcrest Postnet – Shop 5B, Hillgate Shopping Centre, 36 Old Main Road, Hillcrest, Durban, 3610  
If you would like to courier your parcel with your own courier – please contact me for the studio address [orders@spiraltree.co.za](mailto:orders@spiraltree.co.za)  
My cell number 082 601 4108 – please don't Whatsapp orders or communications, only email, as otherwise I lose track of orders

### How to send your inserts:

**Ashes** – Include 3-5ml per piece that you've ordered. **Breastmilk** – Include 10ml per piece only, fresh or frozen. Place in 2 Ziplock bags with the air removed. Place inside small box, container or Tupperware. Label as beads. "Won't my breastmilk go bad in the post?" Your breastmilk won't be good enough to feed a baby but it will be perfectly fine to use for your jewellery. **Hair** – Include what you can. Please note that very blonde or white hair goes translucent in the resin. **Flowers** – Include pressed or dried flowers (not fresh please). Secure inside a container so they are not crushed. **Placenta/umbilical cord** – Must be dried/dehydrated beforehand. Other inserts such as horse hair, teeth, snakeskin etc. – include what you can. You can also email through photos, fingerprints, drawings etc.

**I will send back remaining inserts (other than preserved breastmilk), but please only include amounts requested. If you would like me to keep your inserts for future potential pieces, please let me know.**

4. I will advise you once I have **received your parcel** and **sent your finished pieces back to you**. I collect parcels at Postnet **once a week**.  
PLEASE NOTE: Please allow at least 4-8 weeks for your keepsakes to be sent to you after I receive your parcel and payment due to the fact that each one is a several week process to make and the demand for these items is high. (The delivery date might change depending on my suppliers, I will let you know at least 2 weeks before your order is due to arrive if there is going to be any delay).

**Thank you for your order <3**

Clear Pendants	Pearl & Crystal Pendants	Open-backed Pendants	Pendants in Solid Bases	Beads	Rings	Charm Pendants
 	 	 	 	  	  	  
<p>R850</p> <p>Up to 2 inserts</p> <p>R100 for each additional insert</p> <p>Shapes available – circle, oval, teardrop, rectangle, heart, square</p> <p>Sterling silver attachments</p>	<p>R850</p> <p>Up to 2 inserts</p> <p>R100 for each additional insert</p> <p>Sterling silver attachments</p>	<p>R1350</p> <p>Up to 2 inserts</p> <p>Circular or Hexagonal shaped (sterling silver)</p> <p>R3650 Circular (9 carat yellow gold/rose gold)</p> <p>R850 Circular (copper metal)</p> <p>R100 per additional insert</p>	<p>R1350</p> <p>Circular/oval (sterling silver)</p> <p>R3650 Circular/oval (9 carat yellow gold/rose gold)</p> <p>Up to 2 inserts</p> <p>R100 per additional insert</p>	<p>R750</p> <p>1 insert</p> <p>Classic round or heart shaped or Cuff slip on + pearl</p> <p>R100 per additional insert/tint/glitter etc.</p> <p>Designed to fit onto Pandora/European style bracelets</p> <p>Sterling silver attachments</p>	<p>R1350</p> <p>1 insert</p> <p>Round, Oval or Teardrop shaped</p> <p>Sterling silver</p> <p>Double band R1650</p> <p>R3650 9 carat yellow gold/rose gold</p> <p>Double band R3950</p> <p>R100 per additional insert</p>	<p>R450</p> <p>Heart or circle charms</p> <p>R500</p> <p>Africa shaped charms</p> <p>Including stamping ONLY 7 letters OR date</p> <p>Sterling silver</p>

Earrings	Men's Pieces	Display Pieces/Paperweights	Pendants in Solid Bases (Plated)	Chains/Bracelets
				
<p>R1350</p> <p>All limited to 1 insert only</p> <p>Pearl Studs, Drop Pearl Earrings, Circular studs</p> <p>Sterling silver rods/hooks</p>	<p>R850</p> <p>Up to 2 inserts</p> <p>Doughnut pendant on black cord</p> <p>R850 Keyring/Pendant</p> <p>R1150 Cufflinks (silver plated)</p> <p>R100 per additional insert</p>	<p>R1350</p> <p>Lotus flower Shape, Crystal Shape</p> <p>Both 8-12cm in height</p> <p>You can choose a colour scheme, and as many supplied inserts that can fit</p> <p>Good choice for a memorial piece or to encapsulate any remaining ashes</p>	<p>R850</p> <p>Up to 2 inserts</p> <p>R100 per additional insert</p> <p>Shapes available – circle, teardrop, oval</p> <p>Colours – silver, antique (these are not sterling silver, they're plated bases)</p>	<p>R1650</p> <p>Limited to 1 insert only</p> <p>Sterling silver open backed bracelet (small 17cm length, medium 18cm, large 19 cm)</p> <p>R4350 9 carat yellow gold</p> <p>R200 sterling silver chain 55cm end to end length</p> <p>R1500 sterling silver snake bracelet or solid cuffs (for beads)</p>

**Frequently Asked Questions & Terms and Conditions**

**How to I care for my resin piece?** Resin jewellery is sturdy and requires very little care. However, I do have a few tips for best results. Remove your jewellery when applying creams, perfume, hairspray or other beauty products, showering or swimming, washing hands (if wearing a ring) and/or cleaning with harsh chemicals/sanitizers. Do not allow your jewellery to become extremely cold or hot. For example, don't leave it in a car on a hot day. If it does become extremely hot, it will become malleable - just allow to cool to room temperature before handling. If something comes unstuck, please DO NOT use regular superglue to stick it back – you will damage your piece. Please contact me. Please do not let your babies or children yank or suck on the jewellery. I use an imported, UV-stable, eco-friendly, food grade, high grade jewelers resin - though it might slightly yellow over time, this will not affect the preserved milk or inserts set inside.

**Shipping terms:** The Spiral Tree – Keepsake Jewellery offers courier delivery as a service. While every care is taken in selecting couriers, the efficiency of these companies is outside our control. At the time of shipping, The Spiral Tree will supply by e-mail to the customer the courier being used and the tracking/waybill number. **Clients are requested to direct all follow up enquiries to the courier selected.** Products are produced and packaged in a clean and sanitary environment.

**Returns policy:** We gladly accept returns and exchanges on stock/pre-made items. Please contact us on day of delivery and ship the items back within 5 days of delivery. We don't accept cancellations or changes of orders once we have started working on your custom order. **We cannot accept returns, exchanges or refunds on custom or personalized orders,** unless they arrive damaged or defective (other than what is described in the catalogue/email). We cannot be held responsible for incorrectly supplied spelling of names/dates etc. After 2 months of delivery date, replacements/repairs will be charged for. No refunds/remakes on your own filled pieces (such as lockets). Please contact us if you have any problems with your order – [orders@spiraltree.co.za](mailto:orders@spiraltree.co.za)

**Other:** I am not able to use your old silver/gold to remake a piece. Ring sizes cannot be changed once the inserts are set, please ensure you send me the correct sizing.

**Social media:** If you do not want a picture of your pieces posted on Facebook/Instagram, please notify me.

**Privacy policy:** I will only use your shipping address and contact information to communicate with you about your order, to fulfill your order or for legal reasons (like paying tax).

**By placing an order you are agreeing that you have read this in totality and agree to the terms and conditions of sale.**