



www.spiraltree.co.za www.facebook.com/keepsakejewellery orders@spiraltree.co.za [@spiraltreestudio](https://www.instagram.com/spiraltreestudio)
0826014108 (for courier purposes)

Current waiting period is 6-8 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 we 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

Please note: As most of the inserts we use are organic in nature, there might be slight imperfections or unevenness. Ashes have a broad range of colours from almost white to black – ashes don't take on colour well. Breastmilk also has a broad range of hues and so your piece might have a slight translucent, 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, using sanitizer or exposing them to extended periods of sunlight. Resin does trap bubbles and bubbles are a normal part of this art.

Vouchers for brides, weddings, new mothers, friends etc. are available. Please contact us and we 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, we reserve the right to charge a pro-rata hourly rate. This is an online service, all pieces are made to order, we don't keep stock and do not offer in-person consultations. Expedited orders will be charged at an additional R550 per piece. All pendants exclude a sterling silver chain unless ordered.

Payment Options

EFTs only, cash deposits carry a R50 surcharge

20% discount when you pay using Bitcoin

Invoices only provided on request

Spiral Tree
FNB 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 500

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 any additional **chains** you might want. Please provide this information in an email – orders@spiraltree.co.za
2. **Pay** for your order. Either **full** payment is required upfront, or at least a **50% deposit** in order for us to start on your pieces. The balance is required before we courier your final pieces to you or before you collect. A 5% overall discount will be provided on orders of 3 or more pieces (not on chains). Catalogue prices may change, final prices are quoted in an email.
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 us for the studio address orders@spiraltree.co.za
Our cell number is 082 601 4108 for courier purposes only – **please don't Whatsapp orders or communications**, only email. Whatsapps will not be responded to.

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 fresh 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 most types of 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. We will advise you once we have **received your parcel** and **sent your finished pieces back to you**. Parcels are collected at Postnet **once a week**. PLEASE NOTE: The current waiting period is 6-8 weeks after we receive your design, parcel containing your inserts and payment. (The delivery date might change depending on suppliers, we 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	Halo Rings
						
<p>R950</p> <p>Up to two inserts including background</p> <p>R150 for each additional insert</p> <p>Shapes available – circle, oval, teardrop, rectangle, heart, square</p> <p>Sizes range between ±25mm-45mm</p> <p>Sterling silver attachments available only</p>	<p>R950</p> <p>Up to two inserts</p> <p>R150 for each additional insert</p> <p>Pearl size ±12mm Crystal size ±30mm</p> <p>Sterling silver attachments available only</p>	<p>R1650</p> <p>Up to two inserts</p> <p>Round, oval, teardrop shape (Sterling silver) ±10mm in size OR ±20mm in size</p> <p>9ct gold/rose gold R4950 (includes matching chain)</p> <p>R150 per additional insert</p> <p>This pendant is double sided</p>	<p>R1650</p> <p>Up to two inserts including background</p> <p>Round, oval, teardrop shape (Sterling silver) ±10mm in size OR ±20mm in size</p> <p>9ct gold/rose gold R5450 (includes matching chain)</p> <p>R150 per additional insert</p> <p>This pendant is single sided</p>	<p>R900</p> <p>One insert</p> <p>Classic round or heart shaped or Cuff slip on + pearl</p> <p>R150 per additional insert/opalized finish etc.</p> <p>Designed to fit onto Pandora/European style bracelets</p> <p>Sterling silver attachments only</p>	<p>R1650</p> <p>One insert</p> <p>Round, oval or teardrop shaped (size ±10mm) Sterling silver Single band R1650 Double band R1950</p> <p>9ct gold/rose gold Single band R4350 Double band R4650</p> <p>R150 per additional insert</p> <p>Size made to order – cannot be resized</p>	<p>One insert only</p> <p>Teardrop shape only (size ±10mm)</p> <p>Sterling silver + Cubic Zirconia R4750 Diamonds R7750 Birth stones quoted separately</p> <p>9ct rose/yellow gold + Cubic Zirconia R6750 Diamonds R9750 Birth stones quoted separately</p> <p>Size made to order – cannot be resized</p>

Earrings	Men's Pieces	Display Pieces & Paperweights	Charm Pendants	Bracelets & Chains	Finishes & Colours	Personalized Cutlery Sets
						
<p>R1350</p> <p>All limited to one insert only</p> <p>Pearl Studs, Drop Pearl Earrings, Circular studs</p> <p>Sterling silver rods/hooks available only</p>	<p>Up to two inserts</p> <p>Doughnut pendant on black cord R950</p> <p>Keyring/Pendant R950</p> <p>Cufflinks (silver plated) R1250</p> <p>R150 per additional insert</p> <p>Men's sterling silver ring 4mm R1850 8mm R3650 (One insert only)</p>	<p>R1850</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>R650</p> <p>Heart, round, Africa shaped add-on charms</p> <p>Including stamping ONLY 7 letters OR date</p> <p>Sterling silver</p>	<p>R1850</p> <p>Sterling silver open backed bracelet ±10mm insert round Small 17cm chain length Medium 18cm Large 19 cm</p> <p>9ct gold/rose gold R4950</p> <p>R150 per additional insert</p> <p>R250 sterling silver chain 50-55cm length</p>	<p>Opalized finishes: Classic (as above), pink, orange, yellow, blue, purple, green.</p> <p>Leaf finishes: gold (as above), silver, copper.</p> <p>Pearlized colours: Classic pearl, gold, green, purple, pink-red, orange.</p> <p>Note: ashes do not take on colour well, if you choose to add colour to ashes it might not be visible. I recommend rather adding an opalized or leaf finish if you'd like to add something extra.</p>	<p>R470</p> <p>Stainless steel</p> <p>Single name stamped on a toddler safe and sized fork, spoon and knife. Comes in material holder with tie and includes a matching napkin.</p> <p>Lovely as babyshower, christening and first birthday gifts.</p> <p>Cover colours may vary dependent on material available.</p>

Frequently Asked Questions & Terms and Conditions of Sale

How to I care for my resin piece? Resin jewellery is sturdy and requires very little care. However we 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 us. Please do not let your babies or children yank or suck on the jewellery. We use an imported, UV-stable, eco-friendly, food grade, high grade jewellers resin - though it might slightly yellow over time, this will not affect the preserved milk or inserts set inside. We cannot not repair products that have been damaged by hand sanitizer, the entire piece will need to be remade.

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, 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 don't accept cancellations or changes of orders once we have started working on your custom order. We gladly accept returns and exchanges on stock/pre-made items. Please contact us on day of delivery and ship the items back within 3 days of delivery. **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 14 days of delivery date, repairs will be charged for. No refunds/remakes on your own filled pieces (such as lockets). We do want you to be satisfied with your order, please contact us if you have any problems – orders@spiraltree.co.za

Other: We are 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 us the correct sizing.

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

Privacy policy: We 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. We look forward to making your special pieces.