

WHAT MATTERS MOST

Our team wants you to be fully satisfied with our products. This commitment includes workmanship, metals, engraving, and our customer service. If you would like to see additional product configurations beyond those shown in this catalog, please visit our website at www.meadowhillco.com. Should you have any questions or if you would like to discuss a custom order, our Customer Service Representatives can be reached on our toll free line, 877.848.6243, or at 847.381.9000 if you are outside of the U.S. Our business hours are Monday through Friday, 7:30 a.m. to 4:30 p.m. CST. We can also be reached by email at info@meadowhillco.com.



OUR GUARANTEE

Meadow Hill warrants its products to be free from defects in materials and workmanship for a period of one year. Repairs not covered in this warranty include stone loss due to prong damage, discoloration due to environmental factors, discolorations due to an allergic reaction, and damage due to wear, customer neglect, or abuse. Outside of the first year, repairs to damaged or worn pieces will be quoted based on standard jewelry repair costs.

CARE FOR YOUR JEWELRY

If sterling silver jewelry is worn daily, the natural oils in the body generally keep it lustrous for long periods. However, over time or if not worn regularly, a piece can dull or tarnish. Cleaning restores it to its original shine!

If your piece is tarnished, first try cleaning with a jewelry cloth. Often times, simply polishing the keepsake will return it to its original shine. If heavily tarnished, remove the tarnish with a liquid tarnish remover following the manufacturer's instruction. It only takes a second or two. Never submerge jewelry with stones (synthetic or genuine) or resin in tarnish remover or leave jewelry in the liquid for longer than a few seconds. Use a good silver cream polish to restore the shine and place a protective coating (and tarnish resistor) on your piece. These are available in most hardware and grocery stores. Again, follow the manufacturer's instructions.

If you would like to have your keepsake plated so as to eliminate the tarnish and the possibility of an allergic reaction, be sure to request this upon ordering. If your piece has already been purchased, you may return the charm and plating can be done for a minimal charge (plus shipping).

METAL ALLERGIES

Most people have no problem wearing sterling silver. However, a small percentage of the population has metal allergies and reacts to the alloys used in sterling silver. When worn, their pieces quickly tarnish, turn colors, and in severe cases, cause a skin reaction. If this happens, Meadow Hill can plate any sterling silver piece to make it hypo-allergenic.