

# Your Questions Answered

### How should I get started?

Choose a lock. Choose a chain. You can add to it later. The most important part is to choose a lock that you love. Our locks come in 4 colors of gold (yellow, white, green and rose) and platinum and in some cases sterling silver. All the locks are versatile and can be worn in myriad ways. They can always be worn with other chains or our **Hard Hook bracelet** or any of the various **strands**. Or your lock may work with pieces you already own--that's the best part.

#### Do you offer custom work or engraving?

Personalizing your piece is one of the special surprises of owning or giving our locks. Each lock has 6 sides to engrave on and we can do virtually any language or symbol you can dream up. Engraving ranges in price from \$80 for a standard engraving. If you are interested in hand engraving, please **email or call us**.

**Our Charmed Box** and our **Di Me Series** rings and bracelets are all engravable. For these, please **email or call us**.

Store preview: Solo V2





of the Culling® Series and Earcuits, the gemstones we work with are constantly evolving so if you don't see a stone that you seek, **email or call us**. If we don't have it we can get it and we'd love to help you.

Custom length chains, custom locks and engraving are final sale. That being said if we made a mistake, we want to know about it and fix it.

For more information on how we engrave: How We Engrave

## Our Hours of Operation

Even though our website is open 24/7, we, the humans who run the website, work "normal business hours," meaning we are open Monday-Friday, 9AM-6PM. If you inquire about a product or a purchase over the weekend, we will absolutely respond but it will likely be on the following Monday morning. We will be in touch!

## How should I clean and care for my Marla Aaron piece?

Your locks are designed to last forever and to be worn and take on the patina of best loved jewelry. If you miss your piece's original lustre, we are happy to polish them to either a "satin" or gloss finish. Just **call us**. Pricing starts at \$10.00.

For brass Cufflings, our preferred cleaner is ketchup – Heinz specifically. Simply wipe the Ketchup on your piece and then wipe off with a "buffing" motion using a paper towel. Rinse with water and dry and you will see the shine. Well worn jewelry though does not need any polishing. So wear your jewels!

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