

Purchasing

Depending on availability, purchases may be made either directly through Rotenier.com or through the assistance of our online personal shoppers. Online purchases from this website may be made by residents of the U.S., for delivery to clients in the Mainland U.S., Alaska, and Hawaii.

Additionally, we offer international shipping. Please contact us at orders@rotenier.com so that we can provide you with further details. Please note that you would be responsible for any/all duties/taxes upon importation into your country.

Product Availability

Rotenier products available for purchase online include men's and women's jewelry, timepieces, and gifts. All products are subject to availability; and we reserve the right to limit the quantity of products we supply; supply only part of an order or to divide up orders. We also reserve the right to alter the terms or duration of any special offers or sale promotion. We will inform you if we are unable to fill your order.

Pricing

Prices displayed on the Rotenier website are quoted in U.S. dollars. While we try to ensure that all prices on our website are accurate, errors may occur. If we discover an error in the price of the merchandise you have ordered, we will give you the option of reconfirming your order at the correct price or canceling it. If we are unable to contact you, we will treat the order as cancelled.

Title to products you order on this website and risk of loss or damage to products, passes to you upon delivery, provided that we have received payment in full for the products.

Rotenier online offers price adjustments for online purchases on first markdown only. Specifically, if an item has been reduced from its full price, we will credit you the difference. A price adjustment request must be made within 10 days of the order date for the price adjustment to be honored. Please contact us by sending an email to orders@rotenier.com. We will refund the adjusted amount in the original form of payment. Please note that a different price adjustment policy may be applicable for in-store purchases.

Payment

Rotenier accepts the following forms of payment for online purchases (through Squareup.com):

- Visa
- MasterCard
- American Express
- Discover

The transaction will be charged to your credit card once we have verified your card details and received credit authorization.

Sales Tax

Rotenier charges state, local and county taxes on online transactions, as required by applicable laws.

Please note that your on-screen transaction total reflects estimated tax. The actual sales tax will be calculated when your order is shipped and may vary from the estimated tax.

Shipping and Delivery

For security reasons, Rotenier online purchases will require a signature upon delivery. In addition, purchases may not be shipped to P.O. boxes or APO/FPO addresses, which are not available through FedEx.

Most purchases are shipped via FedEx. To estimate the total delivery time for your purchase, please allow one to two business days to process your order for shipment, in addition to the time indicated by your preferred shipping method (i.e. FedEx overnight, second-day, ground). Orders are processed and delivered Monday through Friday, excluding holidays. Rotenier cannot be responsible for unanticipated delays.

Tracking

A shipping confirmation is emailed to you as soon as your purchase has been shipped, which will allow you to track the status of your shipment. In addition, we will email a delivery confirmation once we receive notification from FedEx that your purchase has been delivered.

If you are not completely satisfied or if there is a discrepancy with your order, please retain all documentation and packaging and contact us immediately by sending an email to orders@rotenier.com.

Returns

For online purchases, Rotenier will accept merchandise in its original condition for a full refund when accompanied by the original sales slip. We will not accept merchandise that has been worn, used, altered or damaged. Returns will be processed within 5-7 business days of receipt. Refunds may only be issued in the same form as was utilized for payment. Full-priced merchandise must be returned within 10 days from date of delivery. Sale merchandise is non-refundable or returnable. Please note that shipping costs will not be subject to refund.

We recommend shipping returned merchandise via FedEx or insured parcel post for tracking purposes and that a customer request adequate insurance to cover the purchase price of the shipment. Rotenier will not assume responsibility for reimbursement or compensation in the event that return packages are lost, stolen, or mishandled.

We reserve the right to refuse return of any merchandise that does not meet the above return requirements in Rotenier's sole discretion.

Exchanges

The exchange (within 10 days from date of delivery) of an item purchased on Rotenier.com, involves an easy two step process. First, please begin by making an online selection to identify and to purchase the replacement item. Second, return the original item by following the steps outlined in the previous section. Please note that the returned item must be received by Rotenier in original condition and that new orders are subject to Rotenier having available merchandise on-hand. Shipping charges for any returned item(s) are the client's responsibility. Please contact Rotenier at orders@rotenier.com to ensure that you do not incur an additional shipping fee on the replacement item. Your exchange item(s) will be sent to you via FedEx Ground at no additional cost. Sale merchandise is non-exchangeable.

Changes/Cancellations

If you wish to cancel or modify your order, please send an email as soon as possible to orders@rotenier.com. We will make every effort to accommodate your request. However, once a product has left our premises for shipping, the purchase cannot be cancelled or modified until the product has been returned to us. In this case, please refer to our return policy and return your purchase once you have received it. If you would like to purchase a different product, please visit our website or contact a Rotenier online personal shopper through email at orders@rotenier.com.

Gift-Wrap

Each item purchased is shipped with an appropriate box suitable for gift giving. Products are tissue wrapped and enclosed in a signature Rotenier jewelry gift box.

Gift Cards

Gift cards are not available at this time.

Alterations / Sizing

Rotenier offers a sizing service for Rotenier products purchased from Rotenier online and mailed to the appropriate address below (jewelry sizing):

Rr, Ltd.
71 West 47th Street
Suite 1205
New York, NY 10036
orders@rotenier.com
tel 212-768-1117

Please enclose a detailed request, your contact information, and original sales slip. We recommend that you package the item securely and ship it via insured mail. Please allow 2-4 weeks for an assessment. Detailed information and a charge estimate will be sent to you once the assessment has been completed.

Repairs

Rotenier offers repair service for Rotenier products purchased from Rotenier online and mailed to the appropriate address below (jewelry repairs):

Rr, Ltd.
71 West 47th Street
Suite 1205
New York, NY 10036
orders@rotenier.com
tel 212-768-1117

Please enclose a detailed repair request, your contact information, and original sales slip. We recommend that you package the item securely and ship it via insured mail. Please allow 2-4 weeks for a repair assessment. Detailed repair information and repair charge estimate will be sent to you once the assessment has been completed.

Authentic Rotenier Guarantee

We guarantee the authenticity of all products purchased through Rotenier online.

Rotenier products are crafted with the highest quality materials, design and workmanship. All Rotenier products are made in the U.S.A.

Errors and Inaccuracies

Our goal is to provide complete, accurate, and up-to-date information on our website. Unfortunately, it is not possible to ensure that any website is completely free of human or technological errors. This website may contain typographical mistakes, inaccuracies, or omissions, some of which may relate to pricing and availability, and product information. We reserve the right to correct any errors, inaccuracies or omissions, including after an order has been submitted and to change or update information at any time without prior notice.

Contact Us

For additional assistance concerning our online store or your online purchase, please contact us via email at orders@rotenier.com, or at the address below:

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