

Payment options

Payments can be made directly to i candi by visa, mastercard, or amex, through email or phone, in which case no credit information will be shared with any other persons and will not be held by i candi after credit card has been authorized. Payments can also be made securely online by credit card or paypal accounts through paypal options on the i candi website. In this case paypal will be solely responsible for all legal matters pertaining to payment issues, and the personal credit information will not be shared with i candi.

Shipping options

All orders will be shipped in Canada and the Continental U.S. using Canpar ground services.

Shipping charges are as follows:

\$13.95 for Canadian destinations, please allow 4-7 business days from date of shipment.

\$18.95 for Continental U.S. destinations, please allow 7-10 business days from date of shipment.

\$26.95 for Hawaii & Alaskan destinations, please allow 10-14 business days from date of shipment.

International orders can be place through email and shipping quote will be confirmed depending on weight and size, through email before order is processed.

-You will be notified by email with a tracking number once your package has been shipped, so for your peace of mind you can track your order anytime online by clicking CANPAR TRACKING.

-Please keep in mind that i candi cannot be held responsible for any orders seized by foreign governments, and any duties, custom charges, tariffs, or taxes charged on the package are the sole responsibility of the customer.

-Please note that all prices are in Canadian funds.

Rush delivery

We are able to expedite to most destinations at an additional cost. Please contact Tracey directly at info@icandibytracey.com if this is your request BEFORE placing your order.

Product Images

At i candi we strive to provide you with the best images of the jewellery as possible, but keep in mind that some images may appear slightly larger or smaller than they actually are. For more accurate dimensions please refer to the discription under each picture. Also we have tried to convey the true colour of all the images however due to some differences in computers we cannot guarantee the exact likeness of the colours you see compared to what you receive.

Return policy

At i candi quality is very important to us, as is your complete satisfaction, so you may return any item for a full refund within 30 days of your purchase. Please note that the item must be returned with the original invoice, and must be in a BUBBLE WRAPPED ENVELOPE OR A BOX as any item damaged in the return process due to improper packaging will not be refunded. Shipping charges are however non refundable, unless the mistake is on our part and in that case all monies including shipping will be refunded to the customer. All items MUST be in original condition and must also include any decorative packaging materials provided by i candi for a full refund.

Out of Stock Items

In the event an item is ordered that it out of stock, the customer will be notified by email and they can decide whether a similar item at an equal cost is shipped, a back order is placed (only if item can be guaranteed within 4-6 weeks), or a full refund is issued.

Mailing list

The mailing list acquired by i candi will not be shared with any other companies or viewed by anyone other than the owners of i candi jewellery.

Jewellery options

Please note that i candi also has options available for those without pierced ears. Any earrings with a leverback or earwire hook can be made into clip on earrings at an additional \$10 upon request. Please email Tracey if you wish for more information on this at info@icandibytracey.com. Also note that for all designs that are on 18" chains most of these can easily be switched for 16", 20" or 24" lengths if available at minimal additional cost by email request before ordering. Beautiful and appropriate jewellery gift packaging can be added to your order at a minimal cost if requested by email before order has been placed.

Wholesale information

Wholesale pricing will only be given to registered business owners once vendor permit number has been confirmed. Wholesale orders placed must be \$300.00 or more, and come with blank pricing tags. Displays are available at an extra cost if desired also. Shipping charges will be calculated at time of shipment depending on weight and size. Please allow 7-14 business days from date of shipment. Contact Tracey at info@icandibytracey.com for more information.