

SUSANNA JEWELRY

from the studio of Susan & Hannah Volger

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~ WELCOME ~

We are Susan and Hannah, mother and daughter, and we are the engine behind Susanna Jewelry. Susan is the main designer/metalsmith and is the heart of the business. She combines her love of “found” objects and her creativity by transforming individual sea glass pieces from beach treasures to exclusive jewelry. Hannah, the other half of Susanna, is a whiz with the torch! For her, working with her hands is as natural as walking. Give her a task and she's off and running for the day.

Wholesaler and Retailer Responsibilities: Retailer must maintain a current business license certificate (or state equivalent) on file and provide a copy, with Tax ID, to Wholesaler.

Billing: At this time, the Wholesaler is not extending credit terms. All orders must be accompanied by prepaid payment in full. You may order inventory and pay by check. Shipping will occur once payment for the order has cleared.

Sales and Tax: Retailer agrees that it is the sole responsibility of Retailer to collect, report and remit all taxes to the correct tax authority for all business transactions, sales or revenue stemming from the sales of the Wholesaler's products. Retailer further agrees that Wholesaler is not obligated to determine whether a sales tax applies and is not responsible to collect, report or remit any tax information arising from any transaction involving the images or photos provided.

Shipping: Orders will ship once payment is received. Turnaround time is 2-3 weeks. We make every effort to ship orders as soon as possible. Orders will be shipped via insured USPS Priority Mail. Shipping fee is a flat rate of \$15.00. Retailer responsible for shipping fees.

Storage of Product: Retailer agrees to store products inside the clear, plastic bags, in a clean, smoke-free location. All products are packaged in clear plastic bags before shipment.

Minimum Order Requirements: Wholesaler requires a minimum initial order of \$300. There is no re-order minimum. Priority shipping cost additional and according to weight.

*Standard wholesale pricing applies.

Errors, Returns and Warranty: Order errors and/or defects must be brought to Wholesaler's attention within five (5) business days of receipt of shipment by Retailer. Retailer will not send a knowingly defective product to a customer. Wholesale sales are considered final with no returns. We endeavor to protect your reputation, and ours; if you or your customer finds an issue related to manufacturing defects during the first 30 days after sale, we will work with you to find a resolution.

Web Commerce: No products or goods purchased from or produced by Wholesaler shall be resold by Retailer through any location other than Retailers URL or brick and mortar store, including an online auction (e.g., ebay) and other selling channels (e.g. Etsy, Wanelo) without the express, written authority of the Wholesaler. If retailer resells via 3rd party, wholesaler and retailer relationship will be terminated.

** If you have further inquiries, please don't hesitate to contact us **

COLORS: If not otherwise specified, orders will be made using sea foam sea glass in a variety of tones. Depending on availability, we also offer cobalt, aqua, (cornflower, red), white, kelly green, lime green, forest green, lavender, root beer, amber. Prices may vary depending on size and color. *Red and cornflower are most rare and will always add to cost.* We will send you an invoice for review before starting any orders.

CHAINS: Pendant designs are priced as pendants only, unless otherwise noted as 'chain included' in the description. We offer a variety of chain options and are happy to recommend styles that will coordinate with your pendant selections.

Please contact us for CHAIN STYLES & WHOLESALE PRICES