**CASTING COMPANY UK FAQs**

**ENGRAVING**

Q. What items can be engraved by Casting Company?

A. We can engrave any flat silver or stainless steel surface. We will also add whether an item is suitable for engraving on the individual website listings. If you have any questions about a specific item please get in tough to discuss.

As a rule we do not engrave the inside of rings and cannot engrave on the outside of any ring that is thinner than 4mm. In some circumstances we may be able to engrave one word on the back of the ring bezel but please get in touch to enquire, this will be decided on a case by case basis.

We can engrave on the back of most of our pendants (including bezels) and keyrings.

Q. How small can you go with the engraving?

A. The smallest area we can engrave is 3mm x 3mm but this will mean that the quality may be affected by shrinking to that size, ideally a space of 4mm x 4mm is required.

Q. Can Casting Company engrave items that aren’t purchased on their website?

A. Yes, we can engrave your own items for you but, you will need to cover the cost of postage both ways. Just pop us a message to see if the item is suitable first. We will not engrave any jewellery or items that are sentimental and cannot be replaced.

Q. Is there a warranty on the engraving?

A. No. There is no warranty on the engraving, this would be very hard to manage as all pieces would wear differently over time.

Q. Can any Fingerprint/Handprint or Footprint be used for engraving?

A. Not all prints will be suitable for engraving. If there are smudges, grey areas or areas that are not clearly defined within your print there is a good chance that it will not convert well on our programme.

Fingerprints are especially tricky as, scaled down, they lose their definition and end up looking like a tiny black blob (which is something we are not happy to provide on a special jewellery piece), you need to imagine your print sized down to around 5mm or a size that will fit well on the item you have chosen. If you are unsure, please send us an image to check if we can work with it. Sometimes we will suggest stretching the Fingerprint to create a piece which showcases the unique pattern instead of the full print.

Q. Why is the engraving black?

A. This is oxidisation of the silver and will fade to a silver colour over time.

**RESTOCK**

Q. When will this item be back in stock?

A. All items are continuously on order and will be restocked as soon as they arrive with us. Please allow 8 weeks from time of enquiry. If after this time you find that the item is still out of stock please get in touch. This applies to all items including custom orders. Please click on the ‘notify when available’ button on the relevant web page to receive an email notification when the item is back in stock. Emails must be entered correctly and spam folders checked as these notifications may end up there.

**JEWELLERY DESIGN**

Q. How much does it cost to have a custom item made?

A. All 925 silver custom items have a one-off £55 design set up fee, plus the cost of the item. Slight alterations to our current designs have a £20 design change fee. All custom gold orders do not incur any design fees.

**POSTAGE**

Q. How long will it take for my order to arrive?

A. We post Monday to Friday, any orders made over the weekend will be processed as soon as possible the next week. Our tracked 48 hour service is not a guaranteed service, it is only a delivery aim and is governed by Royal Mail. Special Delivery