

Terms & Conditions

Stone Creek Jewelers

Effective Date: August 31, 2026

These Terms and Conditions (“Terms”) govern your access to and use of the website, products, and services offered by Stone Creek Jewelers (“Company,” “we,” “our,” or “us”).

By using our website, purchasing products, requesting services, or otherwise interacting with Stone Creek Jewelers, you agree to these Terms.

1. Use of Website

You agree to use this website for lawful purposes only. You may not:

- Use the website for fraudulent or unlawful purposes
- Attempt to gain unauthorized access to our website, systems, or accounts
- Disrupt or interfere with website functionality
- Use website content in a manner that violates applicable laws or the rights of Stone Creek Jewelers or others

We reserve the right to restrict or terminate access to the website for violations of these Terms.

2. Product & Service Information

Stone Creek Jewelers is a family-owned jewelry store offering fine jewelry, watches, custom jewelry design, engraving, appraisals, and related products and services.

We make reasonable efforts to ensure product descriptions, images, availability, specifications, and pricing are accurate. However:

- Pricing is subject to change without notice
- Product availability is not guaranteed
- Product images may not perfectly represent the appearance, size, or color of an item
- Certain jewelry pieces may be unique or subject to limited availability

- We reserve the right to correct errors in product descriptions, pricing, or other website information

Custom designs, engraving, appraisals, and other services may be subject to additional terms provided at the time of service.

3. Orders & Payment

All orders and purchases are subject to acceptance and availability.

- Prices are quoted in U.S. dollars unless otherwise stated
- Applicable taxes, shipping charges, or service fees may be added when appropriate
- Payment terms may vary depending on the product or service
- Deposits may be required for certain custom orders or services
- We reserve the right to refuse or cancel an order when reasonably necessary

If a payment is declined or cannot be processed, we may delay or cancel the applicable order or service.

4. Custom Designs, Appointments & Services

Stone Creek Jewelers may offer appointments and consultations for custom jewelry design, engraving, appraisals, and other jewelry-related services.

- Appointment times are subject to availability and may change when necessary
- Custom designs may require customer approval before production begins
- Estimates and completion dates are estimates unless otherwise stated in writing
- Custom jewelry, personalized items, and engraved products may be subject to different cancellation, return, or refund policies
- Customers are responsible for reviewing and approving applicable designs, engravings, specifications, and other personalized details before production

We are not responsible for reasonable delays caused by product availability, suppliers, shipping carriers, customization requirements, emergencies, or circumstances beyond our control.

5. Returns, Exchanges & Claims

Returns, exchanges, cancellations, and refunds may be subject to Stone Creek Jewelers' applicable store policies and the type of product or service purchased.

Certain products or services, including custom-designed, altered, sized, personalized, or engraved items, may not be eligible for return or refund.

Customers should contact Stone Creek Jewelers promptly with any questions or concerns regarding a purchase or service.

Nothing in these Terms limits any rights you may have under applicable law.

6. Limitation of Liability

To the maximum extent permitted by applicable law, Stone Creek Jewelers shall not be liable for indirect, incidental, special, punitive, or consequential damages arising from the use of our website, products, or services.

To the extent permitted by applicable law, our total liability arising from a particular product or service shall not exceed the amount paid to Stone Creek Jewelers for the applicable product or service giving rise to the claim.

7. Warranties

Unless otherwise expressly stated in writing, products and services are provided subject to applicable manufacturer warranties and applicable law.

Certain jewelry, watches, gemstones, or other products may carry warranties provided by their respective manufacturers.

Any applicable warranty terms will be governed by the specific warranty provided with the product or service.

8. Intellectual Property

All website content, including logos, business names, text, graphics, photographs, designs, product descriptions, and other materials, is owned by or licensed to Stone Creek Jewelers and is protected by applicable intellectual property laws.

Website content may not be copied, reproduced, distributed, modified, or otherwise used without prior written permission, except as permitted by applicable law.

9. Governing Law

These Terms shall be governed by and interpreted in accordance with the laws of the State of Texas.

To the extent permitted by applicable law, disputes arising from these Terms or your use of our website, products, or services shall be resolved in the appropriate courts located in Bexar County, Texas.

10. Changes to Terms

We reserve the right to update or modify these Terms from time to time.

Changes will be posted on this page with a revised effective date. Your continued use of our website following the posting of updated Terms constitutes acceptance of those changes to the extent permitted by applicable law.

11. SMS Communications & Consent

By providing your mobile phone number to Stone Creek Jewelers and opting in to receive text messages, you expressly consent to receive recurring automated and non-automated SMS communications that may include:

- Appointment and consultation reminders
- Purchase and order updates
- Custom jewelry or service updates
- Customer service communications
- Account-related notifications
- Marketing messages, promotions, and special offers if you have opted in to receive marketing communications

Consent to receive marketing text messages is not a condition of purchase.

Message frequency varies. Message and data rates may apply.

You may opt out of receiving text messages at any time by replying STOP to any message. After opting out, you may receive a final confirmation message.

For assistance, reply HELP or contact Stone Creek Jewelers at (210) 371-6200.

Carriers are not liable for delayed or undelivered messages.

Stone Creek Jewelers complies with applicable laws and regulations governing text message communications, including the Telephone Consumer Protection Act (TCPA).

Your mobile information and SMS consent will be handled in accordance with our Privacy Policy.