

Frequently Asked Questions

How do I place my order?

Find your piece of memorial jewellery from our website and complete all of the drop-down options. If you would prefer mica, then please select 'none' in the opal shard drop-down. Alternatively, if you would like to choose an opal shard colour, then select 'none' in the mica drop-down. If you have any extra information that you need to share, please add them in the 'special instructions for the maker' section.

How do I send my inclusions (ashes, hair, animal fur, fabric) to you?

Once you've placed your order, we will send you a memorial pack which includes instructions ensuring that your inclusions are packaged and labelled and returned to us safely. In the pack there will also be a prepaid postage label, so that you are able to return your inclusions using the box you received it in. We will contact you to let you know when we have received your package.

What are your delivery methods?

Once your memorial jewellery has been completed, you will receive a dispatch notification. Our Royal Mail tracked 24, 48 and special delivery, delivery service provides you with an email notification and you will be able to track your delivery on the Royal Mail website. If you would like to leave delivery instructions for Royal Mail, please do so in 'Add a note' in your shopping bag, and this will be added to the postage label.

Can you send my order to a different address?

Yes, of course we can. We can deliver your order to any location you wish.

Which methods of payment are accepted?

We require full payment upon ordering and accept most debit and credit cards for payment on the website, along with Apple Pay and Google Pay. If you'd like to pay in smaller amounts, we also accept Klarna payments.

How do I check for updates on my order?

We'll send you regular updates via email throughout the making process to put your mind at ease. If for some reason you are not receiving these, please call or email us and we'll check this for you. Please check your email spam folder before contacting us.

What if my piece of memorial jewellery is faulty?

We photograph and quality check all jewellery when we have finished making the piece, before releasing for delivery. However, if you do notice a fault then please do contact us at willowblossomjewellery@outlook.com or call 07411773800 and we will always be happy to help you.

What happens to the ashes?

The cremation ashes that you send to us will be treated with the dignity and respect that they deserve. They remain in the sealed labelled bag until it's time to place them in your jewellery. This is done with the utmost care. If there are more ashes than we need for your piece of jewellery, these will be safely returned in the sealed bag with your finished jewellery.

What kind of resin is used?

We use a highly specialised Polymer resin which is UV resistant. This means that it will not discolour over time when exposed to sunlight and will not crack or smash. The final form is made up of several layers of coloured resin mixed with ashes and the final layer is a super transparent one, which protects all the other layers. Once made, the ashes are permanently sealed within the resin and cannot be removed.

How do I care for my jewellery?

At Willow Blossom Handmade Jewellery we want your pieces to be beautiful for years to come. Silver and other metals naturally tarnish over time and everyday substances such as perfume, soap, hairspray, food, latex, perspiration and even the natural oil on your hands can speed up the process. Some people may also find that their skin reacts more strongly with certain metals, causing silver and copper to tarnish more quickly. To help protect your jewellery, you may wish to apply a barrier such as Renaissance Wax or a clear lacquer, which prevents direct contact with the skin. Regular care with a good jeweller's silver cloth will also keep your pieces looking their best. We include a polishing cloth with each order to help gently remove any cloudy film caused by everyday use, perfumes and creams. We recommend removing your jewellery before showering, swimming, using a hot tub or using cleaning products, as chemicals and chlorine can affect metals. Like all cherished jewellery, clasps, links and straps should be treated with care. Please check your jewellery when it arrives and if you notice any damage, contact us within 14 days so we can assist you.

Is there any warranty on the jewellery?

Our jewellery comes with a 1-year warranty on construction defects, and the coloured layer has a 1-year guarantee from the date of purchase.

Can I include ashes from more than one person?

Yes, you can send us more than one set of ashes. Please leave a note in the 'special instructions for the maker' section and we will send you the correct number of containers so the ashes can be kept separate. Please make sure that each bag is labelled.

Can I have more than one colour in my piece of memorial jewellery?

Yes, you can. If you have chosen the opal shards, you can have a mixture of colours. Please select one of the colours in the drop down and in the 'special instructions for the maker' section, list all of the colours that you would like. If you would like more than one colour of mica, please select one colour in the dropdown section and in the 'special instructions for the maker' section, list all of the colours you would like. If there is more than one place for the inclusions and resin, please state which colour you would like and where on the piece of jewellery.

Can I add hair to my memorial jewellery instead of ashes?

Yes, you can. Just add a number of strands of hair to the bag provided in the memorial pack and return this to us using the prepaid postage label.

Can you include pet ashes or fur into memorial jewellery?

Of course. You can include pet ashes and/ or fur into our jewellery pieces.

Do you offer jewellery for men?

Our range of memorial and keepsake jewellery is constantly growing. We offer some jewellery for men, but if you would like something a little different, please get in touch and we'd be happy to create something just right for you.

Can my jewellery be engraved?

We offer in-house laser engraving at Willow Blossom Handmade Jewellery and most of our pieces can be engraved. Just add 'Engraving Service' to your basket along with your chosen piece of memorial jewellery, choose a font and leave details in the 'special instructions for the maker' section about exactly what you would like engraving. We will always contact you to double check before engraving your jewellery.

Do your charm beads fit Pandora bracelets?

All of our beautiful memorial charm beads fit standard Pandora and Thomas Sabo charm bracelets.

How long will it take to make my piece of memorial jewellery?

Your jewellery should be completed within 2 weeks of us receiving your inclusions or prints. Please be aware that during busy periods (Christmas, Mother's Day, Valentine's Day), orders may take a little longer.