

EVERMORE

PERMANENT JEWELRY

Frequently Asked Questions & Policies

A luxury onsite permanent jewelry experience.
Every piece holds a memory worth wearing every day.

PRIVATE EXPERIENCES

\$250 travel + setup within the Upstate • 5-bracelet minimum • Jewelry purchased separately

Private Events • Exclusive Pop-Ups • Rewelds • Build Your Stack

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The Evermore Experience

What is permanent jewelry?

Permanent jewelry is custom-sized jewelry that is welded closed instead of secured with a traditional clasp. Your piece is fitted specifically to you, and a small connecting ring is welded closed using a quick spark. The welding takes place at the jewelry - not against your skin. The result is a seamless piece designed to stay with you through everyday life.

Permanent does not mean it can never be removed. A piece can be clipped off whenever necessary and rewelded later.

What should I expect?

- 1. Explore the Collection** Browse available chains and limited-release pieces in sterling silver, 14K gold-filled, solid 14K gold and specialty styles.
- 2. Build Your Piece** Choose your chain, material and available customization options.
- 3. Get the Perfect Fit** We custom-measure your jewelry for comfortable everyday movement without excessive slack.
- 4. Make It Permanent** Once you approve the fit, the connecting ring is welded closed. The weld itself takes only a moment.
- 5. Wear Your Memory** No clasp to remember and no taking it on and off every night - just a piece fitted specifically to you.

Can I customize my jewelry?

Absolutely. Available customization varies by current inventory and may include:

- Chain style and metal choice
- Mixed-metal designs
- Charms and connectors
- Birthstones and symbolic pieces
- Floral or gemstone stations
- Initials
- Diamond accents
- Layered and stacked bracelets

Some specialty designs are intentionally released in limited quantities and may not be available at every experience.

Can I build a bracelet stack?

Please do. Start with a classic chain, add a floral or specialty piece at another event, or celebrate a new memory with a charm or connector. Evermore pop-ups are designed to make building your stack over time easy.

Fit approval

Every piece is custom fitted before it is welded. Before welding, you will be asked to approve the fit and placement. Move your wrist naturally, confirm the amount of movement feels right and request any adjustment before the piece is welded.

Once you approve the fit and the jewelry is welded, the fit is considered accepted. Later requests to make a piece tighter or looser may be treated as an adjustment or reweld and may be subject to a fee. If Evermore determines the original fitting was incorrect, we will make the appropriate correction.

Everyday Wear & Care

How long does permanent jewelry last?

A properly fitted, well-cared-for permanent bracelet can be worn for months or years. Lifespan depends on the material, chain style, lifestyle, fit and care. Solid 14K gold generally offers the greatest long-term durability. Gold-filled pieces are made for extended wear, while sterling silver can last for years but may naturally tarnish and need cleaning.

IMPORTANT

Permanent does not mean indestructible. Delicate chains can stretch or break if pulled hard enough, and in some situations breaking helps protect you when jewelry becomes caught on something.

Can I shower with it?

Yes. Permanent jewelry is intended for everyday wear. Soap, shampoo, lotion and beauty products can create buildup over time, so rinse the piece well and keep it clean. Sterling silver may naturally tarnish and may need occasional polishing.

Can I swim in it?

Yes, but repeated exposure to chlorine, salt water and chemicals can affect certain metals, stones and finishes over time. Rinse with fresh water afterward, dry thoroughly and be especially careful with pearls, specialty stones and delicate chains.

Can I go to the beach with it?

Yes. Salt water, sunscreen, sand and lotions can build up on jewelry, so rinse your piece with fresh water afterward and gently clean away product residue.

Can I work out with it?

Yes, but use common sense around weights, machines and equipment where a bracelet could snag. If your lifestyle involves heavy manual work, tell your Evermore stylist so we can help you choose an appropriate chain and fit.

Can I sleep in it?

Yes. That is part of the beauty of permanent jewelry - it stays with you.

Can I travel through airport security?

Generally, delicate permanent jewelry can stay on during normal travel. If airport security asks you to remove a piece, follow their instructions and save the jewelry so it can be rewelded later.

What if I need an MRI, surgery or medical procedure?

Always follow the instructions of your medical provider or facility. If jewelry must be removed, carefully clip the small connecting ring when possible, save the chain and bring it back to Evermore for rewelding.

Can permanent jewelry be removed?

Yes. If you need to remove it, carefully clip the small connecting ring with scissors or jewelry cutters. Save the chain. Your first qualifying Evermore reweld is complimentary, and additional rewelds are \$10 per piece.

Care tips

- Keep lotions, sunscreen and beauty-product buildup cleaned from the jewelry.
- Rinse jewelry after chlorine or salt-water exposure.
- Avoid harsh household chemicals when possible.
- Be aware of your bracelet around machinery and gym equipment.
- Avoid pulling or tugging on delicate chains.
- Use cleaning methods appropriate for the specific material.
- Ask Evermore before using commercial cleaners on pearls, stones or specialty elements.

Materials

What is sterling silver?

Sterling silver is 92.5% pure silver, with the remaining portion made from another metal - often copper - to improve strength. You may see sterling jewelry marked 925. Sterling silver is classic and durable, but it naturally tarnishes over time and may require cleaning.

What is 14K gold-filled?

Gold-filled jewelry is not the same as ordinary gold-plated jewelry. It has a substantial layer of real karat gold mechanically bonded to a base-metal core. For example, 14/20 gold-filled means the outer gold is 14K and represents 1/20, or 5%, of the item's total metal weight. It offers the look of gold with much longer-wearing construction than typical plated fashion jewelry.

What is solid 14K gold?

Solid 14K gold is a fine-jewelry alloy containing approximately 58.3% pure gold, with other metals added for strength, durability and color. The gold alloy runs throughout the piece rather than existing only as a surface layer. It is Evermore's premier choice for clients looking for true fine jewelry and long-term wear.

What about CZ, gemstones, pearls and diamonds?

Depending on the collection, Evermore may offer cubic zirconia, gemstones, pearls, lab-grown diamonds, natural diamonds, floral stone clusters and specialty connectors. The material of each piece will be disclosed before purchase.

Metal allergies & skin sensitivities

Clients are responsible for informing Evermore of known metal allergies or skin sensitivities before jewelry is selected, cut or welded. We will provide available material information so you can make an informed choice, but every person's skin reacts differently and Evermore cannot guarantee that a client will not experience irritation, redness, discoloration, sensitivity or an allergic reaction.

If you have a known sensitivity, tell us before your service. Evermore may recommend another material or decline to weld a piece if there is a safety concern.

Rewelds & Repairs

What happens if my bracelet breaks?

Life happens, and permanent jewelry is still jewelry. A delicate piece can catch on clothing, furniture, bags, gym equipment or other objects and snap. Do not throw your chain away.

INCLUDED WITH EVERY EVERMORE PIECE

One complimentary reweld of the original jewelry, provided the piece is still in a condition that can safely be rewelded.

Your complimentary reweld may be used when the original Evermore piece was intentionally removed, removed for a medical procedure, accidentally snagged or broken, opened at the welded connection, or removed for another personal reason.

What if I lose the jewelry?

The complimentary reweld covers rewelding your existing piece. It does not include replacement jewelry if the chain is lost or damaged beyond repair. Replacement jewelry must be purchased separately.

Does my complimentary reweld expire?

No set expiration is required. As long as you still have the original Evermore jewelry and it is in a condition that can safely be rewelded, your one complimentary reweld may be used.

What happens after my free reweld?

Additional rewelds are \$10 per piece.

What if my jewelry came from someone else?

That is okay. Evermore offers rewelds for anyone for \$10 per piece, even if the jewelry was purchased from another permanent jewelry artist or business. Outside jewelry will be inspected before welding.

Evermore may decline a reweld if outside jewelry is too damaged, too worn, too thin or fragile, heavily plated, made from an unknown or unsuitable material, or incompatible with our equipment. Because we did not manufacture or originally sell outside jewelry, we cannot guarantee its condition, durability, material quality or future performance.

Can I get a reweld at a pop-up?

Yes. Participating Evermore pop-ups are a great time to use your complimentary reweld, have outside permanent jewelry rewelded for \$10, have a piece checked, add another bracelet, add a charm or shop new releases.

Private Experience Policies

How long is a private experience?

- 5-10 people: 1-hour Evermore experience
- 11-20 people: 2-hour Evermore experience
- Groups larger than 20: timing is arranged based on guest count and event format

Private experience booking fee

DUE AT BOOKING

\$250 is due in full to reserve a private Evermore experience within the Upstate.

The \$250 covers Evermore travel and professional setup within the Upstate service region. Jewelry is purchased separately. Your event is not considered confirmed until the full booking fee and any applicable travel charges have been paid.

Five-bracelet minimum

Private Evermore experiences require a minimum of five bracelet-equivalent purchases. When booking, the booking client agrees that at least five qualifying bracelet purchases will be completed during the experience.

If fewer than five guests purchase bracelets, the booking client agrees to fulfill the remaining minimum at the experience. The remaining commitment may be fulfilled by:

- Purchasing additional bracelets and building a personal stack
- Purchasing jewelry as gifts
- Purchasing Evermore gift cards for friends or family
- Purchasing Evermore gift cards for personal use at a future pop-up
- Combining jewelry and gift-card purchases to satisfy the remaining minimum

A gift card used to fulfill a missing bracelet purchase should be funded in the amount of the bracelet the booking client wishes to gift or redeem later. Low attendance does not cancel or reduce the five-purchase commitment.

What if my guest count changes?

Let Evermore know as soon as possible. Final expected guest count should be provided at least 72 hours before the event. If the group moves into a larger service tier, additional time may be required. If the group falls below five after booking, the five-bracelet minimum still applies.

Payment for jewelry

Jewelry purchases are separate from the booking fee. Unless otherwise arranged, guests may pay individually for the pieces they choose. All jewelry, gift-card and add-on purchases must be paid in full at the time of purchase. The booking client remains responsible for any shortfall under the five-bracelet minimum.

Are jewelry purchases refundable?

Because permanent jewelry is custom measured, cut and welded for the individual client, jewelry sales are final once the chain has been cut and fitted. Please take your time choosing your piece. If there is an issue involving the weld itself, Evermore will make the appropriate service correction.

Travel, Cancellation & Rescheduling

What if my event is outside the Upstate?

Evermore may travel up to 50 miles outside the Upstate service region. Additional travel is \$25 per 10 miles, each direction, calculated in 10-mile increments. The exact fee is confirmed before booking and is due with the \$250 booking fee.

TRAVEL EXAMPLE

30 miles outside the Upstate = \$75 outbound + \$75 return = \$150 additional travel. Maximum 50 miles outside the service region = \$250 maximum additional round-trip travel fee.

Is the \$250 booking fee refundable?

The \$250 booking fee is non-refundable once the reservation is confirmed because Evermore removes that date and time from availability for other private experiences. Qualifying reservations may be transferred under the rescheduling rules below.

What if I need to reschedule?

14+ days before your event: You may transfer the full \$250 booking payment one time to another available date within 90 days. No additional rescheduling fee is charged. Travel fees may be recalculated if the location changes.

7-13 days before your event: The original \$250 booking payment is forfeited. A new \$250 booking payment is required to reserve another date.

Less than 7 days before your event: The full booking payment and any applicable travel charges are non-refundable. This includes same-week cancellations, same-day cancellations, host no-shows and events cancelled after Evermore has begun traveling to the location.

Low attendance does not qualify for a refund or cancellation of the five-bracelet minimum.

What if bad weather affects my event?

Safety comes first. If Evermore determines that severe weather or unsafe travel conditions make service unsafe, we will work with the host to select another available date and transfer the existing booking payment. If Evermore must cancel and cannot provide a reasonable rescheduling option, payments made toward the service will be refunded.

What if Evermore has an emergency?

If Evermore must cancel because of illness, emergency, equipment failure or circumstances outside our control, we will offer rescheduling or refund the applicable service fees if a reasonable replacement date cannot be arranged.

What if my event starts late?

Your time is reserved specifically for your group. If an event begins late because the host or guests are not ready, the scheduled ending time may remain unchanged. Evermore will do our best to accommodate the group, but additional time is subject to availability and may require an additional fee.

Host & Safety Policies

What does the host need to provide?

The booking client is responsible for making sure the event location is ready for Evermore upon arrival.

- A safe, clean and reasonably well-lit service area
- Access to a standard electrical outlet
- Adequate space for welding equipment, jewelry display and client seating
- Permission from the venue or property owner for Evermore to operate onsite
- Clear venue and access instructions
- A safe environment for guests and Evermore staff
- For outdoor events: protection from rain, excessive wind and weather that could affect jewelry or equipment

Setup & arrival

Evermore may arrive before the scheduled experience time to prepare the jewelry display, welding equipment and service area. Setup time is separate from your booked guest experience. The experience begins at the confirmed start time. Late guest arrival does not automatically extend the scheduled end time.

Parking & venue access

The booking client must provide reasonable access to the location and disclose parking instructions, gate codes, loading information, building access rules, venue restrictions, paid parking, valet charges, tolls, vendor fees or required permits before the event. Unless otherwise agreed in writing, unusual or required venue-related expenses may be added to the booking total.

Photo & video policy

Evermore may photograph jewelry, displays and portions of the experience for website, social media and marketing use. We respect client privacy. If you prefer not to be photographed or recorded, let us know before or during your appointment. Hosts should also disclose venue photography restrictions in advance.

Minors

A parent or legal guardian must be present and provide permission for a minor receiving permanent jewelry. Evermore reserves the right to decline service when permanent jewelry is not appropriate or safe for the client.

Right to refuse or discontinue service

Evermore reserves the right to refuse, pause or discontinue service when necessary to protect the safety of the client, guests, staff, equipment or jewelry. Reasons may include:

- Unsafe or disruptive behavior
- Harassment or threatening behavior
- Excessive intoxication
- Unsafe event conditions
- Broken, irritated, infected or injured skin near the fitting area
- A requested fit that creates an unreasonable safety risk
- Jewelry that is unsafe or inappropriate to weld
- A client who cannot safely remain still during welding
- Venue conditions that could damage equipment or create a hazard
- Failure to follow reasonable safety instructions

Policy acknowledgment

By booking a private Evermore experience or purchasing permanent jewelry services, the client acknowledges and agrees to applicable booking, cancellation, travel, minimum-purchase, host, payment, fit, care, reweld and safety policies.

Evermore Pop-Ups

Evermore hosts exclusive pop-up jewelry experiences throughout the Upstate. Pop-ups are a way to experience Evermore without hosting a private event - and one of the best ways to discover new jewelry.

Is the same jewelry available at every pop-up?

No - and that is intentional. Evermore inventory is exclusive and limited. Collections may change from one pop-up to the next, and some specialty chains, charms and fine-jewelry releases may be available only in very small quantities. Once a limited piece is gone, it may not return.

How do I get first choice?

Subscribe to Evermore. Subscribers receive advance notice of pop-up locations, dates, appointment times, new releases, limited collections, special events and private booking availability. You do not need to have booked Evermore before to subscribe.

BEST SELECTION TIP

When a pop-up is announced, book one of the earliest available time slots for the strongest selection before limited pieces sell out.

Do I need an appointment?

Appointment availability depends on the pop-up. Some locations may allow walk-ins when time permits, but appointment guests receive priority. For limited releases, advance booking is strongly recommended.

Can I come back if I already have Evermore jewelry?

Absolutely. Come back to build your stack, add another memory, shop the newest release, use your complimentary reweld, bring outside jewelry for a \$10 reweld, add a charm or simply see what is new.

Build Your Stack

Your Evermore collection does not have to happen all at once. Pop-ups are designed for returning clients to add another piece over time - classic chains, florals, specialty links, charms and limited releases that turn a jewelry stack into a collection of memories.

Why Evermore?

Evermore is designed to feel like more than choosing a chain and getting a quick weld. The experience centers on beautiful jewelry, thoughtful details, limited collections and pieces that become part of the memories you make with the people you love.

Join the Evermore List

You do not have to book a private experience to be part of Evermore. Subscribe for advance notice of exclusive Upstate pop-ups, new jewelry drops, limited releases, early appointment access and private event availability.

EVERMORE

Subscribe. Shop early. Build your stack.

EVERMORE

PERMANENT JEWELRY

**Beautiful jewelry. Thoughtful details.
Memories worth wearing every day.**

PRIVATE EXPERIENCES • UPSTATE POP-UPS • REWELDS • NEW RELEASES