

Caring for Your Memorial Jewelry

Our professional artists create each memorial jewelry piece by hand with dignity and care, to the best of their artistic ability. This results in a beautiful jewelry piece that is infused with your loved one's remains, an artistic keepsake that you will treasure always. As each piece is hand cast by a reputable silversmith, no two pieces will be alike.

We carefully follow instructions for each order with only the lock of hair or cremated remains provided for that particular piece of jewelry. All orders maintain quality control via name and numeric cross reference, and special care is taken to ensure that your loved one's memento is correctly identified and separated from the time we receive it until the finished jewelry piece is shipped to you.

If the sterling silver starts to turn green or tarnish it is recommended to use a special jewelry polishing glove or cloth meant specifically for polishing fine and sterling jewelry. These can be found at many jewelry stores. If that doesn't work you can try a small drop of silver polish on a microfiber cloth. It is normal for sterling silver to "turn" over time but it shouldn't be frequent and is easily remedied. For complex shapes a drop of silver polish on a soft bristle tooth brush will greatly assist, followed by a rinse with warm soapy water to remove the polish.

At Urns Northwest, we stand behind the workmanship of our products, however we will not be responsible for damage or loss due to excessive wear and tear. Please advise us of any quality issues within 30 days of receiving the jewelry. If you have any questions please do not hesitate to call our office at (877) 900-5309, or reply to your order confirmation email.

Do's:

Please enjoy this precious, unique piece of jewelry as much as you enjoyed the life of whom it represents. It is a good idea to remove the jewelry at night because keeping it close to natural skin oils may cause it to discolor or tarnish faster than it would otherwise. All jewelry will also require periodic cleaning.

Don'ts:

Don't submerge in jewelry cleaner, any other oils or chemicals that may harm sterling silver or gold. Don't apply abrasive cleaners or cleaning cloths/pads to it as they may scratch the jewelry piece and the clear top.

urnsnw.com/memorial-jewelry/