

Frequently Asked Questions (FAQ)

How to Order:

Can I order over the phone or fax?

Many customers feel uncomfortable ordering online. Please write your order, credit card information, name, address, and phone number and fax it to us at 877-743-8120. You can also mail your order to Michael's Chance, Post Office Box 5811, Vernon Hills, IL 60661.

Do you have a Catalog?

Because our items are constantly changing to keep only the best items at the best prices, we do not offer a paper catalog.

Return Policy

We stand by our products. If you receive want to experience a problem with your order, please email us at info@michaelschance.com. Please include a brief description of the problem along with your request for an exchange. We will credit your account or re-ship the replacement immediately.

Credit Card Orders:

When placing your order at Michael's Chance you will find our site easy to work with. Please click on the item you wish to order. Our custom orders require a 48 unit (per sku) minimum. After selecting your color, click to order. You have the ability to edit the quantity or continue shopping. When you are done adding items to your chart, enter your payment option. Our shipping fees will be added in for your convenience. Once you have entered all of your information, click on place order and you are done.

PayPal Orders:

Paypal.com is one of our preferred methods of payment. Once you are done adding items to your cart. proceed to checkout. Choose "pay pal" under the method of payment area. This will allow you to checkout completely. Within 24 hours of the receipt of your order, we will forward a payment request to you through the Paypal.com system. Simply follow the directions in that email and your order will ship immediately after we receive confirmation of your payment.

Retail Orders:

If you do not have a retail business (with a valid tax ID number) and you would like to purchase from us, please visit our retail portion of the web site.

Shipping:

Shipping Time

Most of our items are in stock. We typically ship 3-5 days after you place your order. If an item is on back order we will notify you immediately. Depending on the shipping option you chose and your distance from Chicago, the shipping time will vary. UPS does not deliver to P.O. Boxes - We are unable to ship to any address that is not a physical address.

Tracking Your Package

Once your order has been shipped, you will receive an email notifying you that it has shipped. We will include a tracking number with that email that will let you track your order.

Privacy Notices Please shop with confidence. We use the latest information encryption technology to insure that your credit card information will always be safe.

Product Quality

All of our product are high quality and surpass all quality requirements. We want customers to be able to wear our jewelry on a daily basis with confidence. All of our products go through various stages of quality checking to ensure that your customer receives a product that they will be satisfied with. products are nickel free. You can order with confidence knowing that you are getting a great product.

Contacting Customer Service

You can contact customer service by email at info@michaelschance.com.