

FAQ's

GENERAL

Where do you currently ship to?

We currently ship to all 50 states in the United States, APO or FPO addresses free of charge.

How much does a Kalypso subscription cost?

\$29.99/month

Are there any hidden fees?

There are no hidden fees. All you have to pay is your monthly subscription fee and this includes shipping charges.

Do you accept all cards?

We currently accept all major credits including Visa, MasterCard, American Express, and Discover cards. We also accept debit cards.

ORDER & SHIPPING

Do I have to order my Bling Box every month?

No. Your Bling Box subscription renews itself automatically every month, so there is no need to order each month. However, you may cancel at any time after the initial subscription.

When can I expect my first shipment?

The date of your initial enrollment will be your monthly anniversary date with Kalypso Twist/Bling Box. Your order will be shipped within 5 to 7 days of this date.

When is the payment taken out of my account?

For monthly subscriptions, payment is taken out for your first Bling Box when you initially subscribe. For subsequent Boxes, you will automatically be charged the day of your initial subscription. Example, you purchase your Bling Box January 1st then your next box will automatically be charged and placed in our shipping que February 1st and each subsequent month thereafter.

What happens if I don't have enough money to pay on the day you charge my account?

If you are a Bling Box member, we will attempt to charge your account on the day the payment is due. If the card declines you will be notified and will not be shipped a Bling Box until the payment is processed.

Can I return my Bling Box for an exchange or refund?

We trust that you will absolutely enjoy your monthly delivery of beautiful .925 sterling silver jewelry. Therefore, we do not offer a return on a monthly subscription box after it has shipped. Refunds will not be issued for any returns of the Bling Box. At Kalypso TwistZ we package all items with tender loving care, but should you have a problem or issue with your box, please contact us at service@kalypsotwistz.com

Do I have to pay for shipping?

No – Shipping is free to all residents within the United States. *Excluding Alaska and Hawaii may be subject to additional shipping charges.

Can I purchase more than one initial Bling Box subscription?

Only one initial Bling Box subscription can be purchased to include the free chain and pendant base. Any additional purchases of a Bling Box will not include the free starter kit items.

MY Bling Box

Where is My Account/how do I access it?

You can access your account by logging in to www.kalypsotwistz.com and selecting "My Account" on the top right hand side of the page.

How do I change my billing/delivery address?

To change your shipping and/or billing address please log into your account and update your information.

Can I cancel my subscription?

You may cancel your monthly subscription at any time; however your first shipment cannot be canceled and is non-refundable. To cancel your monthly Bling Box subscription, please E-Mail your cancelation request to service@kalypsotwistz.com

How do I cancel my subscription?

To cancel your monthly Bling Box subscription, please E-Mail your cancelation request to service@kalypsotwistz.com.

What should I do if there is an issue with my monthly Bling Box?

On the rare occasion that you receive a damaged package - please email us at service@kalypsotwistz.com with an image of the damaged item and a Customer Service Representative will contact you within 24 hours.

Why can't I log into my account?

You may have mistyped your E-Mail address when creating your account. Please send an E-Mail to service@kalypsotwistz.com.

