

Store Policies of KEY Designs, LLC, d/b/a Vermont Gem Lab

Alterations

- One ring sizing, within the finished rings ability/parameters, is free of charge within 30 days of purchase.
- Cleaning and stone checking/tightening are free for the life of the ring.
- Alterations after an order or contract are completed at an additional charge.
- Some alterations may not be possible after certain stages in a designing or restoring process. It's the client's responsibility to inquire about what can be achieved at each stage.
- Any new/additional design request or alteration is considered a change order and is subject to additional charges. This includes the addition of labor, metal volume, gemstones, and diamonds.

Appraisal

- A free appraisal (cost rolled into fabrication charges) of any custom piece of jewelry with stones provided by the VT Gem Lab. Client stones are subject to a valuation charge.

Commercial Orders

- A 50% down payment is due at the time of the order.
- Commercial orders are non-refundable after any alteration.

Computer Aided Design

- Three variations of one design are included in the cost of a CAD rendering. Additional variations are billable at \$200 per design change. Occasionally, if advanced changes are requested after the first three renderings, it may be necessary to start the design from scratch, which would result in an additional CAD rendering charge.

Custom Orders

- A \$1000 non-refundable deposit is required before manufacturing.
- Diamonds and colored stones must be paid in full before fabrication.
- A signed contract/order form is required for all custom orders.
- All ring and personal sizing is solely the responsibility of the client.

Diamonds, Gemstones, and Settings

- Stone settings are guaranteed under normal wear and tear.
- There is no guarantee for stone settings with 3 or less prongs.
- The VT Gem Lab is not responsible for scratching, chipping, or the destruction of diamonds and gemstones that were not purchased from the Vermont Gem Lab. It's the client's responsibility to insure their property.
- The VT Gem Lab is not responsible for stones that chip, break or are damaged after the completion of the finished piece.
- Settings must be checked for integrity every six months. The VT Gem Lab is not responsible for stones or settings that have not been examined on a regular basis.

Payment

- Visa/Mastercard debit and credit cards are accepted with a 4.0% processing fee.
- Cash and checks are accepted at no charge. A photo ID is required.

- Charge for late payments: 1-30 days 5%; 31-60 days 10%; 61 to 90 days 15%; 91 days or more 25%.
- There is a \$30 charge for returned checks.

Return Policies

- Custom orders are not returnable or refundable. It's the client's responsibility to order their desired design and request exact dimensions, materials and requirements. The jeweler cannot be responsible for his interpretation of the client's requests.
- Commercial jewelry, in new/original/unworn condition, is returnable within 7 days of purchase, unless otherwise noted by the manufacturer.
- The VT Gem Lab does not resell jewelry or guarantee resale values of any item.

Shipping

- There is a \$100 minimum charge for any mail order. This includes repairs and restoration. This charge does not include shipping and insurance charges.
- The VT Gem Lab will insure outgoing items when made in at the VGL. For items that are not made at the VGL, the client is required to hold insurance.
- The client may request the VGL to insure their items at his/her stated value. The client is responsible for the correct value of their item(s) during shipping.

I understand and agree with all of the terms and conditions set forth within this document. I understand that the custom design and fabrication of a piece of art, and the restoration of antique jewelry, is an interpretive process. I've explained, to the best of my ability, the aesthetic components of the item described.

Client Signature(s)

Date