



*Jessica
Flinn*

THE BESPOKE
HANDBOOK

WELCOME

Welcome to Jessica Flinn. You're at the very beginning of your bespoke fine jewellery journey with us, and we can't wait to help bring your design to life.

Before we get started, you may want to take a few moments to read this guide so you understand what happens next.

THE ANATOMY OF A RING

Our beautiful rings are the sum of many parts. From 'claws' to 'shoulder stones', here are a few key terms you should know.



THE DESIGN PROCESS

(2-4 weeks - or as long as it takes for you to decide!)

Creating a bespoke design is not something that should be rushed. We typically say that it should take 6-12 weeks to bring your ideas to life, although this can be longer if you're searching for a gemstone which is a particularly unusual colour, cut, shape or size.

CONSULTATION

You may have already had an initial consultation with our team. We can work with you in person, virtually or via email. Our designers will always begin by finding out about you, the person who is destined to wear the design, and the occasion, before taking an initial brief.

DIGITAL DESIGN

To begin with, we'll work in 2D to create a 'mock up' of your concept. We may share sketches, photos and send videos of elements from our existing pieces to finalise your design. From here our in-house CAD designer will build a digital model of your ring. You can tweak this up to three times before giving us final approval to begin the manufacturing process.

GEMSTONE SOURCING

A huge part of our design process is searching for your unique gemstone. At any one time we have hundreds of loose gemstones for you to choose from. If we don't already have what you're searching for, we can go out to our global network of trusted and ethical gemstone suppliers. As part of this process we'll capture high quality videos and images of your gemstones to ensure you're making the right decision.

ENGRAVING

We can add an engraving to most of our designs. You may choose to include a special date, a symbol, a simple image or the co-ordinates of where you met. If you have a unique engraving in mind, let us know your ideas and, if required, our in house laser technician can create a sample for you.

THE MANUFACTURING PROCESS

Once you have approved your design, you will be invited to complete the purchase for your ring in full before we begin manufacturing, which takes around 6-8 weeks.

CASTING

The process of casting your ring begins by 3D printing it to create a mould. From here your choice of metal, including recycled gold or platinum, is used to create the 'mount' for your chosen gemstones.

STONE SETTING

Our stone setter is based in London's Hatton Garden and is one of the industry's best. Your ring will be sent, along with your gemstones, to be finished by Dimitar and his team of exceptional bench jewellers.

FINAL ASSESSMENT

When your ring is returned to us, it is assessed by your designer and our Quality Control team. They inspect the gemstones, settings, and claws of your ring before creating its valuation. It is then captured in its own mini-photoshoot.

DISPATCH

Finally, your ring will be dispatched via fully insured Royal Mail Special Delivery and will arrive in discreet packaging. If you have any special instructions for delivery, please let us know and we will accommodate this as best we can. Alongside your ring, you will also receive a Jessica Flinn ring box and pouch, a polishing cloth, your valuation, any relevant certificates and information about our recommended specialist jewellery insurer!

CREATING FUTURE HEIRLOOMS

We're committed to creating heirloom pieces which can be handed down for generations to come. With this in mind, we only work with the strongest of metals and gemstones...

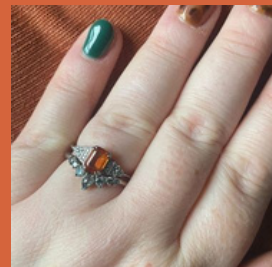
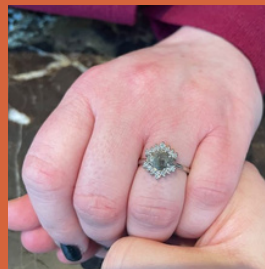
WHAT WE DO WORK WITH

- Salt & Pepper Diamonds
- Sapphires
- Lab Grown Diamonds
- Colourful Diamonds
- White Diamonds
- Morganites, Emeralds, Aquamarine
- Spinel, Alexandrite, Moissanite Tourmaline
- Rose Gold, Yellow Gold, White Gold and Platinum
- Heirloom remodels

WHAT WE DON'T WORK WITH

- Soft gemstones including Opals, Moonstone, Pearls
- Non-precious gemstones including Cubic Zirconia, and Quartz
- Melting down metals
- Black metals such as black gold
- Non-precious metals including silver

HAPPY COUPLES



DESIGN SERVICES

Our design service fees are non-refundable. As a small business this covers some of the cost of our designer's time should you decide not to go ahead with your bespoke project.

CUSTOM DESIGN SERVICE

Our Custom Design Service is for those who want to customise the gemstones or metal within an existing design. This service includes gemstone sourcing, mock ups, and updating the CAD design with up to three small alterations.

£145 PAID UP FRONT

BESPOKE DESIGN SERVICE

Each Bespoke Design Service includes a consultation, either in-person or virtual, or through email. We source gemstones, create mock-ups and a CAD design, which can be tweaked up to three times to create your perfect ring!

£290 (£145 PAID UP FRONT)

BESPOKE AND SHAPED WEDDING RING SERVICE

Our Shaped to Fit Wedding Ring Service ensures your wedding and engagement rings are a perfect match. If you're working with us virtually, we will send you an impression kit so we can get a perfect impression of your ring. Your impression kit is then scanned to create a 3D copy of your ring.

Your wedding ring is then shaped around the 3D scan!

Our Bespoke Wedding Ring Service allows you to create your very own wedding ring design from scratch. We can shape your bespoke ring around your engagement ring using our impression kits, or design a straight band based on your brief.

Both packages include a dedicated designer, a mock-up of your design if required and a CAD design with up to three alterations.

The perfect way to get that 'match made in heaven' look!

£195 PAID UP FRONT

PAYMENT OPTIONS

You can spread the cost of your ring by using PayPal Credit. This option is available on our website on the final payment page. Simply skip the express checkout to see this option!

TERMS AND CONDITIONS

OUR ALTERATION POLICY

Each service includes a number of amendments to tweak your design once the general concept has been finalised. If you decide to change direction with your design, or want to make more changes, you may be asked to pay an additional design charge. This is, of course, discretionary, and these fees cover our talented team's time in stone sourcing and creating mockups.

APPROVING YOUR DESIGN

Upon approving your design for manufacturing, you will be required to pay for your ring in full. You will have committed to your design and only minor changes, such as a resize, can take place following this. As your ring is being made just for you, we are unable to issue any refunds once manufacturing begins.

OUR FEES

Our design service fees are non-refundable and cover our time should you choose not to go ahead with your design.

REFUNDS

Goods that are personalised, bespoke, resized, engraved or made-to-order to your specific requirements are custom orders, which means that the item will be made, personalised or customised especially for you; because of this, these pieces of jewellery cannot be exchanged or returned under any circumstances. The only exception to this would be if upon receiving the item a fault is present within a 14 day period. If this is the case you will be eligible to return the item for a refund or replacement.

TERMS AND CONDITIONS

GUARANTEE

All of our products are guaranteed for 12 months from the date of dispatch, however, some products or parts of products will only be guaranteed for 14 days from the date of dispatch: this includes gemstones and settings. If Jessica Flinn Designs Ltd determines that the damage was due to normal wear-and-tear within your guarantee period, we will repair the product on a case by case basis and you may be charged trade prices. We cannot be held responsible for work carried out by ourselves or a third party. We will also not be held responsible for scratching, tarnishing, denting, chipping, or damage caused to any product. We understand that accidents can happen and a product may be damaged, lost or stolen - naturally, our guarantee cannot cover this but we are happy to recommend a specialist jewellery insurer to all customers.

ACCEPTANCE OF THESE TERMS

By moving ahead with your project and purchasing your design package, you are accepting these terms, and agreeing to create an amazing ring with us here at Jessica Flinn Jewellery!