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

**Appointment Deposit Policy:** We require a non-refundable \$100 deposit for all appointments to secure a time slot. Clients are allowed to cancel up to 24 hours before the appointment, with exceptions made for illness, in which case the deposit will be refunded. No other cancellations are permitted. Rescheduling is encouraged, subject to availability. Failure to provide the deposit may result in appointment rescheduling or cancellation. Payment methods accepted include Visa, Mastercard, AmEx, Venmo, more. Policy changes may occur and will be communicated to clients. For inquiries, please contact Ken at 802-862-6600. By scheduling an appointment with us, you agree to comply with this policy.

Client Service and Policies: At the Vermont Gem Lab, we prioritize your satisfaction and ensure transparency in our services. We also offer lifetime cleaning and stone checking/tightening for your ring at no extra cost. However, any alterations requested after an order or contract has been completed are subject to additional charges, and feasibility may vary depending on the design stage.

**Change Orders:** Clients are advised to inquire about possible alterations at different design or restoration stages as some changes may not be achievable after certain stages. Any new or additional design request, considered a change order, may result in additional charges encompassing labor, metal volume, gemstones, and diamonds.

Appraisals for custom jewelry pieces with stones provided by the VT Gem Lab are separate and billed separately than the cost of new jewelry.

Within 30 days of purchase of most rings and necklaces, one complimentary ring sizing is available, subject to our ring's parameters

**Commercial Orders:** For commercial orders, a 50% down payment is required at the time of the order, and these orders become non-refundable after any alteration.

Computer Aided Design (CAD): The cost of a CAD rendering includes three design variations. Additional variations incur a charge of \$250 per design change. In certain cases, advanced changes may necessitate starting the design from scratch, resulting in an additional CAD rendering charges.

**Custom Orders:** Prior to manufacturing, a \$1000 non-refundable deposit is mandatory for custom orders. Diamonds and colored stones must be paid in full before fabrication. A signed contract/order form is a requirement for all custom orders, and clients are responsible for accurate ring and personal sizing.

**Diamonds, Gemstones, and Settings:** Stone settings are guaranteed under normal wear and tear conditions. However, there is no guarantee for stone settings with three or fewer prongs. Vermont Gem Lab is not liable for scratching, chipping, or damage to diamonds and gemstones not purchased from us; clients are urged to insure their property. We also do not accept responsibility for stones that chip, break, or are damaged after the finished piece is completed. Regular integrity checks of settings are recommended every six months, and Vermont Gem Lab is not responsible for stones or settings that have not been examined regularly.

**Payment:** We accept Visa/Mastercard debit and credit cards with a 4.0% processing fee. Cash and checks are accepted at no additional charge, but a valid photo ID is required for these payment methods. We are committed to providing high-quality services and products while adhering to these policies to ensure a smooth experience for our valued clients.

- -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.
- -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	
Date	