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BESPOKE FINE JEWELLERY



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FENTON

# BESPOKE COMMISSIONS

YOUR IDEA, MADE A GLITTERING REALITY



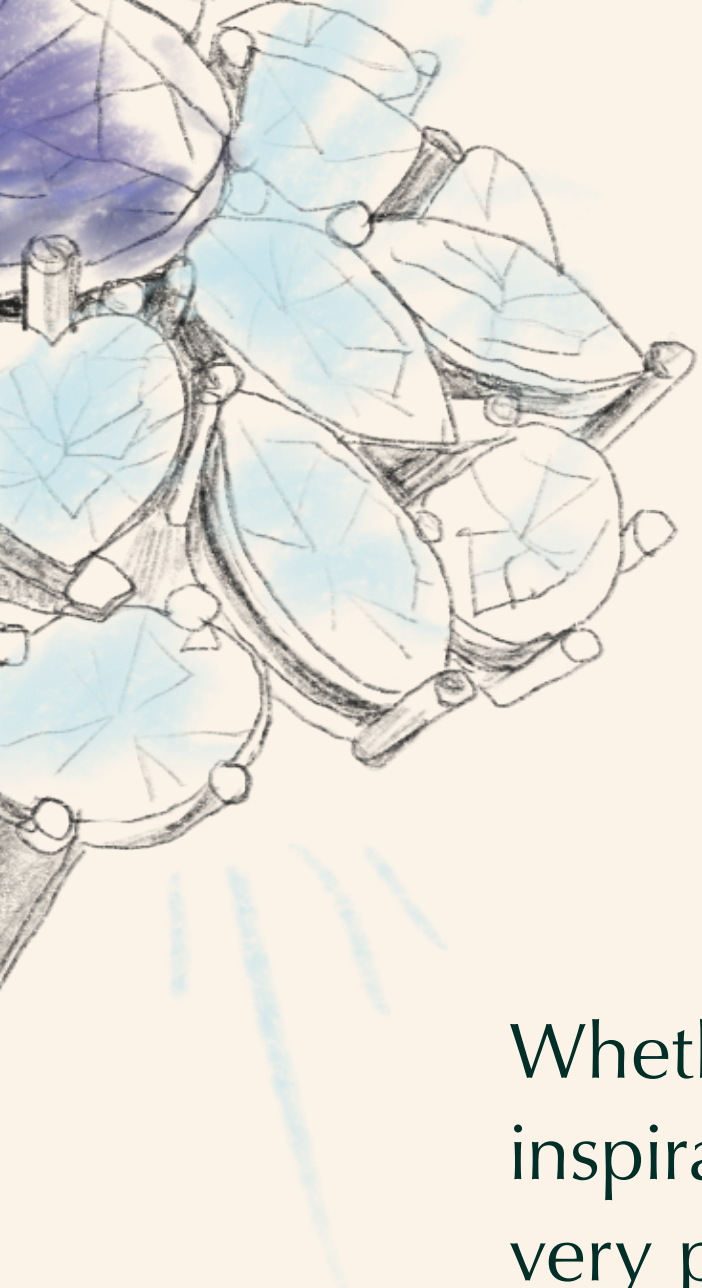
FENTON

**Your story, kept alive  
for generations  
to come in a  
completely bespoke  
precious jewel.**

**With our Bespoke design service, we are  
here to guide you through every step of  
creating our custom future heirloom.**

**Whether you are customising one of our  
existing styles or have a special idea in  
mind, our Bespoke design team can make  
it happen using responsibly sourced  
gemstones and solid, recycled 18k gold or  
platinum metals.**





# How does it work?

## 1. Chat to us

Whether you have a clear idea or are still looking for inspiration, we are here to chat. A bespoke piece is often very personal so speaking to our bespoke design team about your first ideas allows us to get to know you and discuss the feasibility of your dream design. Often the earlier you reach out to our team, the better as it allows extra time to share ideas and inspiration.

## 2. Book a Bespoke Jewellery consultation

We will work closely with you throughout the process and can discuss the feasibility, the materials and the elements which will make up your dream design as well as your budget and timeline. This can be done via an in-person consultation, a virtual appointment, or any of our other contact methods such as WhatsApp.

Bespoke commissions start from £500 and go up to however much you are looking to spend.

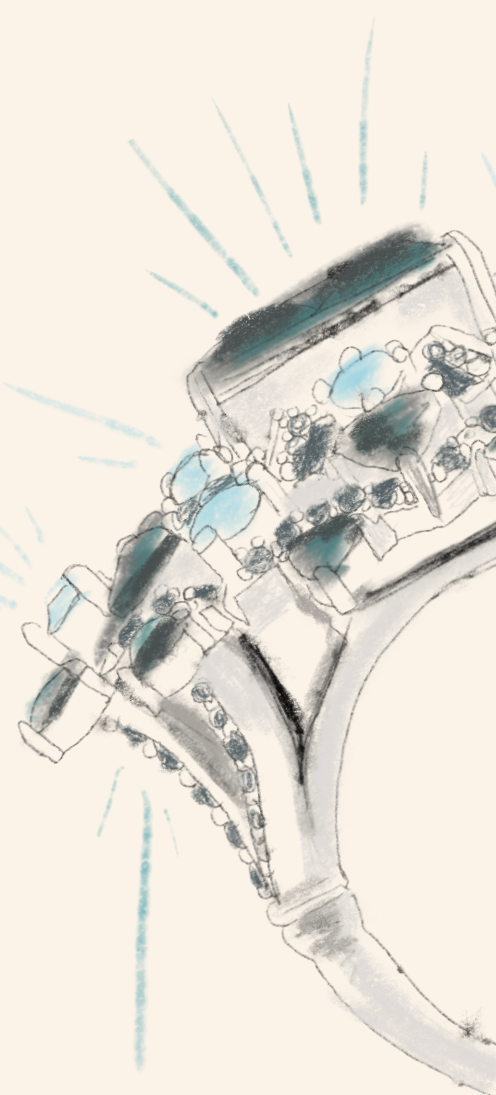
## 3. Your Bespoke Quote

We will go away and work on a bespoke quote for you - this can take three or four working days.

## 4. Start your Bespoke jewellery process

Once you are happy with your custom jewellery design, we will ask for a fully refundable 50% deposit and with your deposit, we will create one or more computer generated renderings to bring your ideas to life. The renderings will be very life-like and will show you how your dream piece could look once made. We can still tweek and customise the rendering and create a revised image for you up to three times.

Any further renderings will incur a £40 fee which will be added onto your final payment.





## 5. Choosing your custom gemstone

If you have any specific gemstone requirements, we may also create a gemstone selection document for you containing two to three gemstone options for you to choose from and we will send you images and videos of each stone for your consideration.

## 6. Begin crafting your Bespoke piece

Ready to go ahead? Once you have confirmed your rendering and would like to move forward with a gemstone, we will require the remaining 50% payment to secure the gemstone for you and to begin crafting your bespoke piece!

## 7. We are here at every step

During crafting, the concierge team will keep you updated every step of the way and once your bespoke design is ready, we will be in touch to coordinate shipping or collection.

HOW IT WORKS

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# Our Bespoke Timeline

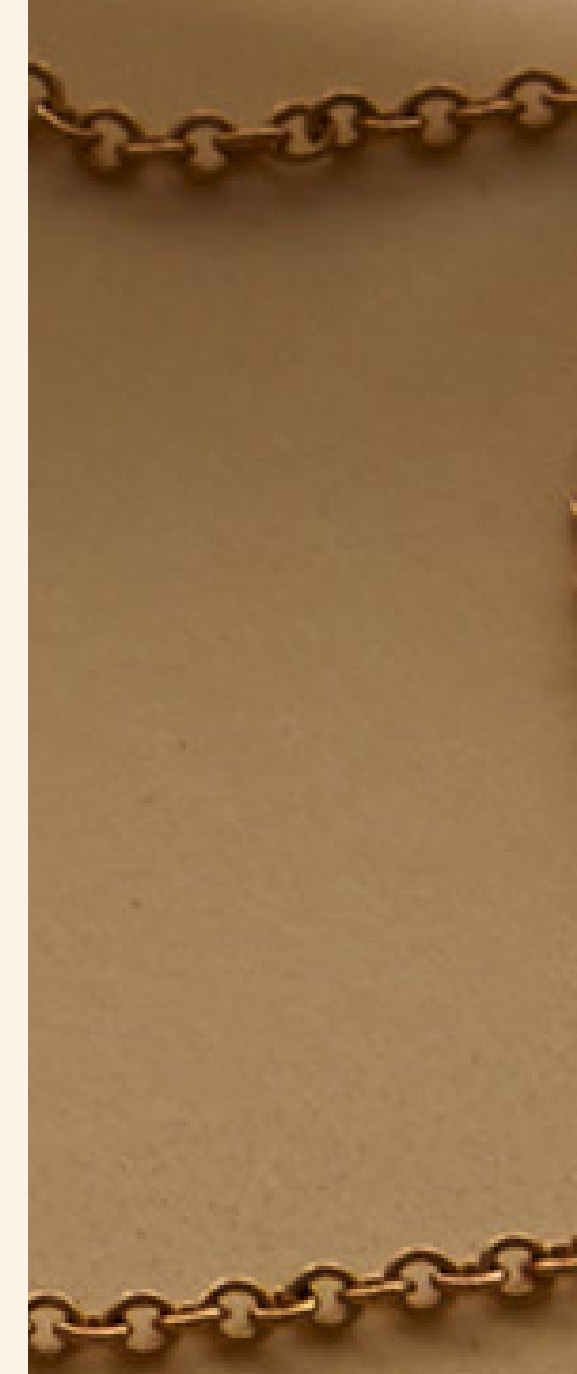
6 -10  
Weeks

Please allow between 6 and 10 weeks to create your bespoke piece as complex designs may take time to finalise and rare gemstones may take time to source.

24hrs

In a rush? We have a selection of beautiful pieces in our Treasure Box which we are happy to lend as placeholders whilst we create your dream piece, be it for proposals or weddings.

During crafting, the concierge team will keep you updated every step of the way and once your bespoke design is ready, we will be in touch to coordinate shipping or collection.



# Bespoke Craftsmanship

## Responsible sourcing

Your specific gemstone will be responsibly sourced from the top 5% of all gemstones. We only source from world leaders in responsible mining standards, such as Sri Lanka, Thailand or Zambia.



## Team expertise

Each piece will be crafted by our in-house jewellery experts in our workshops, overseen by our own gemmologists at every step.



## Quality Materials

We are proud to use only the best quality materials to ensure your piece is to the highest standards. Our gemstones are set in solid, recycled 18k gold and platinum.



# T&Cs

Whilst any deposit paid is refundable, once you have paid the full amount and we have begun crafting, your purchase will become non-refundable. However it is fully exchangeable within our 45 day guarantee period so long as the piece is returned to us in unworn condition.

Please note that whilst we are committed to working with any given budget, we are only able to use 18k gold or platinum and natural gemstones. We are unable to work with sterling silver/synthetic gemstones or glass.

Please note that the minimum fee for a bespoke commission is £500.

Should your bespoke piece total £1,500 or less, then we require the full payment, which remains refundable until your rendering is approved.

Bespoke requests must not be direct copies of another jeweller's design. We are happy to work with the customer to create something similar, but we will add our Fenton twist to ensure it is authentically Fenton.

At Fenton, we are only able to work with gemstones and diamonds we have sourced ourselves, and precious metal that we know is not only recycled, but up to the quality standards that we must adhere to. We are unable to rework existing jewellery, or set gemstones that we have not sourced ourselves.

