

COURTNEY RECKORD JEWELRY CUSTOM JEWELRY TERMS & CONDITIONS

Welcome! We at Courtney Reckord Jewelry are really looking forward to working with you on your custom piece. Please review our terms and conditions. By signing the bottom or proceeding with designing a piece, you are agreeing to these terms and conditions and acknowledging that you have read and understand them. If you have any questions please ask before beginning the design process.

CUSTOM DESIGN

The custom design process includes an initial consultation meeting and 1-2 rounds of design ideas/renderings. Any additional rounds of design may be carried out at an additional cost. Once you approve the renderings no changes can be made and no refunds will be given. After the consultation, we will prepare an estimate that includes the 1-2 rounds of design ideas/renderings and the cost of materials and production at the time of the estimate. This estimate will be an estimate only and actual material and production costs may be more or less than the estimate. The estimate will not include additional rounds of design (see below for more on this).

All custom designs will remain the intellectual property of Courtney Reckord Jewelry and may not be reproduced by you or anyone else for any reason.

DESIGN FEE

We do not charge a design fee for the custom topographic and silhouette pieces shown here [insert link to page AFTER you remove the wedding bands and rename the topographic pieces as we discussed]. We may charge a non-refundable design fee (the “Design Fee”) for all other custom orders, payable before we start working on the design, and which will be applied toward the final purchase. If you would like to design an original piece or make any other changes to current designs that I have created other than the type of metal used to create the piece, the Design Fee will be \$200.00. Any additional rounds of design will cost \$100.00 per round, payable prior to further work on additional renderings. Once you approve the final rendering, the Design Fee will be applied to the total cost of your piece as part of the Deposit.

DEPOSIT

All custom pieces designed by Courtney Reckord Jewelry require a non-refundable deposit equal of \$200 (the “Deposit”). Payment of the Deposit means that you are ready for us to send your piece to production. Any Design Fee paid will be applied toward the amount due for the Deposit. The remaining balance will be charged upon completion of the piece. Jewelry will be shipped after receiving the final balance.

If you decide to cancel your order after production has begun, you will be responsible for all production and material costs in excess of the Deposit amount.

FINAL PAYMENT

Once your piece has been completed we will notify you. The remaining balance due will be required in full prior to our delivery of the piece.

RETURNS & REFUNDS

Custom pieces are non-returnable and all payments are non-refundable.

CLIENT-PROVIDED STONES

If you would like to use a pre-owned gemstone, please contact us. You will have to fill out our stone intake form, send photos of the stones, and provide detailed information about stone type, carat weight, any certifications (GIA, etc.) and current mounting. Stone requests are approved on a case-by-case basis, and an additional fee will be charged (price determined with client depending on the stone).

You expressly agree that there is reasonable risk involved in the handling of stones, the removal of stones from mountings, and the resetting of stones including but not limited to, cracks, chipping and breakage. By providing consent for Courtney Reckord Jewelry to reset a pre-owned gemstone, you agree to release from liability and hold harmless Courtney Reckord Jewelry from any losses or damages of any kind arising from any stone damage that may occur to your pre-owned gemstone during the creation of your custom piece.

If you choose to use your own gemstones and ship them directly to Courtney Reckord Jewelry, you will be responsible for the shipping and for safety of the stone itself until we receive it and confirm such receipt. We encourage you to purchase shipping insurance. Until we receive the stone and confirm receipt you will be fully liable for the shipment. You release and hold harmless Courtney Reckord Jewelry and all of our deemed agents against any claims for loss or damage during shipping. Any claims that need to be made for lost or damaged shipments are your sole responsibility.

REPAIRS

At the discretion of Courtney Reckord Jewelry, a custom piece will be repaired or replaced if any manufacturer defects are found in the first 12 months from the date of the purchase. Normal wear and tear and customer abuse is not covered under warranty. For any repairs of manufacturer defects or if you aren't sure whether the issue is a defect, please contact us at info@courtneyreckord.com.

RESIZING

It is your responsibility to provide an accurate ring size prior to production. Pieces will be resized on a case-by-case basis, and come with a flat resizing fee of \$100, except for gold, palladium and platinum pieces, which require a \$250 resizing fee. Resizing is only available within 2 sizes otherwise the piece will have to be recast, meaning we will have to start again and create a new piece in the different size. Payment in full for the original piece and a Deposit for the new piece are required to be made prior to any recasting. Pieces such as eternity bands, intricate settings, or pieces featuring certain gemstones cannot be resized. Please allow 1-2 weeks for resizing.