

Guarantee in General

We guarantee everything we repair or sell for 1 year from the date of delivery unless otherwise noted here or in writing to the customer. This means we guarantee such things as stones from falling out or becoming loose and the parts that we repaired will not break in the areas that we worked.

Items NOT Guaranteed

Glue Items

Enameling

Lead solders

Gold or Rhodium Plating

Loss of any prong set stone that has 3 or less prongs

Loss of any round stone over 1/2ct. unless it is set in a six prong gold or platinum setting

Loss of any stone set unless it has the following number of prongs

Cut	No. of Prongs
Emerald	4
Oval, Marquise	6
Pear, Heart	5
Trillion	3 Must be "V" prongs
Princess	4 Must be "V" prongs

We do not assume responsibility for the loss of a single diamond and expensive colored gemstone above 1/2 ct. Customers should have the stone appraised and covered by a jewelry rider with their homeowners insurance.

Prong set stones that have thin prongs, missing prongs, or stones are set crooked, leaving a much shorter prong on one side or another.*

Bead setting where the beads are badly worn or some beads are missing or stones are set crooked, leaving part of the girdle of the stone to be sticking up beyond the surface of the metal.*

Channel settings where either the channel is very thin, torn, not straight across the stones OR no support underneath.*

Bezel setting where the bezel is too thin, torn or the stone is set crooked and not all of the stone is held in by the bezel.*

Specific Item Guarantees

Ring Sizing

If we size the customers' actual finger and the size is incorrect, we will resize the customers' ring at NO CHARGE within 30 DAYS from the date of delivery. If we did not get to size the customers' finger and the ring was either a casting or special sale from us, we will size the ring once at no charge, within 30 days of the delivery date from our store.

If we size a ring to the customers' requested size and that size is incorrect, we will charge again to resize the ring. (Example: We think the customer should wear a size 5 and they request a 6 and after sizing it's too loose, we will charge again. In such cases this will be notated on job envelopes.

We can only guarantee our ring sizing from the customers' finger. We cannot be given another ring to go by for size and be accurate.

The ring size on a ring will not change, but because a customers' finger can become larger or smaller because of diet, medication, the weather, or weight change we can only guarantee ring sizes for 30 days from the date of delivery of the ring.

*Refers to stones not set by Kirk and Company Jewelers, proper setting procedures and techniques are practiced by Kirk and Company Jewelers to insure the highest quality jewelry.

Kirk & Company Jewelers Brand Jewelry and Custom Ordered Jewelry

Kirk & Company Jewelers will guarantee jewelry that we make as part of our branded line or that has been custom made for the length of 5 years against manufacture defects and wear including stone loss. These items must be manufactured to our specifications and meet all criteria listed in our general guarantee and specific item guarantee. Items meeting these requirements will be repaired or replaced by Kirk & Company Jewelers at their choice at no additional costs to the customer.



Tightening & Checking

Tightening stones: Our fee charged to check and tighten stones will warranty against stone loss as long as the stones are set as described in our general guarantee. Without the charge to tighten stones we do not warranty the stones against loss, unless we set the stones or it is a ring sizing with 0-4 stones

Checking Links: When asked to check links on rivets, chains, bracelets, clasps, etc., we cannot guarantee their loss or durability. Many items can't be checked without taking them completely a part. This will cause the item to have to be repaired just because of disassembly many items that are wearing OK today may have a problem days or weeks later. We can only guarantee items that we actually repair not ones that we visually inspect.

Retipped prongs on stones: We can't guarantee the loss of a stone when we do not retip or reprong all of the prongs that we deem necessary.

Diamonds and Gemstones

We do not guarantee that a diamond or gemstone, once taken out of our store that it will not chip, break, scratch, or fracture. No stone, including a diamond, can be guaranteed not to break, chip, scratch, or fracture. We strongly recommend insuring your jewelry on your homeowners' policy. They will pay for the damage.

We can not be responsible for the further fracture or damage to diamonds or gemstones that are received from the customer that are already damaged, chipped, broken, or have inclusions or imperfections. We will inform the customer of these items before proceeding with the repair or installation work.

Refund and Exchange Policy

Showcase Items

We will refund or exchange any item that was sold by us as a stock item from our showcase within 30 days of delivery, as long as it was not altered from its original showcase condition. Ring sizing is excluded as a condition.

A special order item normally cannot be refunded. If we are able to receive

a credit from our vendor then we will issue a credit to the customer for the item within 30 days of delivery from our store.

Special Items

We will exchange or remake (No Refunds) any item listed below within 30 days of delivery.

Cast items from wax, either a showcase wax or hand carved. We will remake this item only one time.

Items specially ordered for the customer from an outside vendor.

Handmade items whether fabricated or cast.

Showcase or stock items that have been altered in anyway other than ring sizing

Remake Items

There will be no additional charges to remake an item except those that would have been incurred by the customer in the beginning, as long as the item is remade within 30 days of the delivery date.

Ex: If a customer who spent \$400 in the beginning has something remade that now costs \$550, then the additional charge would be the difference of \$150.

If, after remaking the item, the amount that would have been spent is less than the original price, we will refund only the product bought (diamonds, gold, gems, etc.) as long as they are in original condition. Chains that have been cut to fit and such are nonrefundable.

The customer will be issued an instore credit for labor and products that are nonrefundable. An instore credit can be used like money in our store to purchase other items or can be used to purchase service or labor.

Design Deposits

There will be a \$100 deposit for a design fee for any design that we create for the customer.

This fee is for the time of the designer to sit with the customer and create the design. The fee is 100% credible towards the manufacturing of this piece by Kirk & Company Jewelers.

If the customer decides not to have us manufacture the piece for them the fee is forfeited by the customer and is not usable as any credit in the store.