

Custom Design and Remodelling

Terms and Conditions Agreements

Please visit our shop to meet us and discuss your required design with a team member. We will give you an approximate quote for what it will cost for us to undertake what you are looking at making.

- a) If you are happy with the quote, to proceed to the next stage - **the drawing stage** of the design - we require you to pay a deposit of \$220. This deposit is **non-refundable** as our drawing designs are outsourced to a professional CAD drawer.
- b) If after this point you decide not to proceed with the process any stones, gold, or settings that you have provided will be returned to you (allow at least 5-days).
- c) Please be aware that all jewellery provided by you to be used in the design must be disassembled to draw the design pictures. CAD drawings are done to exact scale, so any stones which have been set need to be removed from the setting before the drawing can be done as each stone(s) needs to be accurately measured. All items are returned loose.
- d) If you cannot imagine what your design will look like, we can print the 3D CAD image in wax for you using a laser 3D printer. All of this is covered in the above costs, however, creating the 3D print will add on average 10-days to the process.
- e) All antique, estate, vintage, second hand and even newer jewellery can have small chips or scratches, caused by normal wear and tear or damage which could have occurred when it was originally made or set. All care is taken by us when we remove stones from their settings, and we cannot be held liable for previous unnoticed damage.
- f) It is not always possible to identify any damage within the limitations of the shop equipment and time constraints over the counter, and some damage can be hidden by the settings. Should any major damage become visible when removing stones, you will be notified immediately before further work is carried out.
- g) A new estimate to repair or replace will be quoted. If any lapidary work is required to be undertaken, this will be quoted as an extra cost. We are happy to allow for all your old gold settings or any other scrap gold you might have, this will reduce the costs for you.
- h) Once the deposit has been paid, we begin the design, and a CAD drawing will be emailed to you. You are welcome to come in to discuss the design with us. There is no limit on how many times a design can be adjusted or changed to get the look right for you.
- i) It can take 5-10 days for us to draw up the first design and we tend to average between 5-7 design changes and drawing(s) per item to get the design right.
- j) The finished product and CAD drawings can vary from photos supplied to us, for example, if you are supplying your own stones, which can be larger or smaller than the ones used in pictures you supplied us, or if we don't know the exact size dimensions, we have to estimate what is used in the pictures.
- k) We endeavour to explain this to you throughout the process. We make sure you are happy with a job before we commence making it. If it is a fitted wedding band we are making, we need your engagement ring to get the fit right for approximately 10-14 days.
- l) When you have approved the design, we require a 50% deposit of the total quote to proceed with the making. The cost of the CAD drawing becomes a part of your deposit. If the job is cancelled after this stage **ALL deposits are not refundable**. Once we have started making your jewellery any changes to the design will incur extra charges. If the finished product does not meet your expectations, we will endeavour make any necessary changes, however there will be additional costs associated with this process.
- m) After the design is approved and signed off by you, it will take approximately 5 weeks to make the piece. We let you know once the item has arrived at the shop and is ready to be collected. The remaining balance is to be paid at this time unless pre-arranged as a Lay By.
- n) There are no exchanges or refunds on jewellery designed by you.



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Precious Metals

If this is a wedding band to go with an engagement ring you are currently wearing, your engagement ring might have to be cleaned and re-rhodium plated so both rings will match, and the finishes will be the same. The cost of this service is approx. \$28-\$50.

All white gold jewellery we make will have a standard very white chromed looking Rhodium plated finish unless we are told otherwise by you. This finish, if you wish to maintain this look, will need to be re-applied every few months or years depending on how it is worn by you. This finish is at a cost of approx. \$28-\$70.

All precious metals will scratch with time regardless of their finish. Metals with fancy finishes i.e. brushed finish, will wear with time. How quickly they wear depends on how you wear your jewellery and there is no guarantee as to how long these applied finishes will last.

Rose gold, white gold and yellow gold come in different colours and shades due to the carat of the metal and the mix of the alloys.

White gold has an underlying base colour of yellow and therefore the rhodium plating (which is very white) will wear off in sections, exposing the base colour which is not as white. Chemicals like bleach, perfume, sunblock, laundry liquids and chlorinated pools or spas etc. will speed up this process of colour wearing.

The only true white metals are palladium and platinum which are more expensive metals to use. We recommend platinum if you work with heavy chemical cleaners or hand sanitising gels. If you have metal allergies, please make us aware at the start of the designing process and we can make sure the metals we use are Nickel free.

Caring for your jewellery is your responsibility. Every 18 months we recommend you have your jewellery checked by us or a reputable jeweller to make sure the claws and settings are safe with no loose stones. If you have an accident or a fall, or knock the item, always have it checked straight away and take it off in the meantime until it is checked.

Precious metals are soft and do wear down with time. We do not recommend you wear your rings to the gym or for playing any type of sport, doing housework or gardening. If you treat your jewellery with care, it will keep the condition it was purchased in.

Chilton's Antiques offers one free re-size for our custom-made rings, subject to the terms and conditions below.

We must be contacted regarding the re-size within a 2-week period from the date of collection. Finger sizes can vary significantly over time and can be affected by many factors including the weather, health issues, pregnancy, how hydrated you are, and the consumption of any alcohol or salt.

We strive to get the finger size right at the time of purchase and in the unlikely event that we don't get it right, you can bring the ring back within a 2-week period for a free re-size.

Any re-sizing required outside this time frame will incur a charge. Most re-sizes can be done within a week; however, it may take longer for complicated designs.

The following rings are not covered by our free re-sizing policy and will incur a charge if re-sized:

- a) Rings ordered over the phone, online or by email, where the customer has not had their finger size measured in person by one of our staff
- b) Eternity rings with gemstones set the whole way around the ring
- c) Rings set with stones on the inside of the ring
- d) Symmetrical rings, e.g. TV shaped rings and rings with diamonds spaced evenly around the ring
- e) Rings with laser or hand engraving which may need to be redone (unless there is a blank section specifically for re-sizing)
- f) Rings with patterns or other design aspects that may need to be redone after a re-size all at extra cost
- g) Rings made of stainless steel, titanium, tungsten steel and similar metals cannot be re sized at all

We take our work very seriously and we go that extra mile to make sure we get this right for our customers - we love what we do. You will be asked to sign a copy of these terms and conditions to confirm your understanding before we begin your piece(s).

We really look forward to working with you!

