

STONE SUBMISSION FORM

Date	
Company Name	
Contact	
Address	
City —	State Zip
Phone	Fax
Email	

STONE POLICY:

When sending your own stones, please follow the guidelines below:

- Send calibrated and usable stones with a tolerance of .10mm difference between the stones. EXAMPLE: 2.1 mm 2.2 mm stones are acceptable for machine setting. 2.1 mm 2.3 mm stones are outside the tolerance and cannot be machine set. Stones out of tolerance will be replaced or handset (whichever is less expensive) which will incur additional charges. Replacement stones will be charged based on current melee prices that are subject to change. Unused stones will be returned.
- Please make sure the stones are NOT chipped or broken. Chipped or broken stones will not be set. They will be replaced with comparable quality stones and additional charges will be incurred. Replacement stones will be charged based on current melee prices that are subject to change. Unused stones will be returned.
- When sending fancy shapes, please make sure the stones are separated into parcels according to the quantity required for each individual band, i.e. - when sending 33 stones to be set in three 11 stone bands, please separate into three parcels which include 11 stones each. Stones that will not be separated require repeated calibration and will incur additional charges.
- Do not send laser grooved stones.

BREAKAGE AND LOSS POLICY:

Diamonds

1. Stones smaller than 3.80mm ("Melee Diamonds")

A. Hoover & Strong cannot and will not be held liable for any damage or losses caused during the setting of melee diamonds with clarity of I1 or higher, within the following ranges (quantity to include all stones in the order); 1-50 stones – losses or breakage up to 10% 51-100 stones – losses or breakage up to 5% 101+ stones – losses or breakage up to 3%.

- B. Regardless of quantities, Hoover & Strong cannot or will not be held liable for any damage or losses caused to melee diamonds when one or more of the following conditions apply.
 - 1. The stones clarity is I2 or lower.
 - 2. The stones are color treated.
 - 3. The stones are being removed from jewelry per the customer's request.

2. Stones larger than 3.80mm ("Center Diamonds")

- A. Hoover & Strong cannot and will not be held liable for any damage caused during setting to center diamonds when one or more of the following conditions apply -
 - 1. The stone has an indented natural, chip, knot, cavity or open inclusion that reaches the girdle
 - 2. The stone is fracture filled or color treated
 - 3. The stone's clarity is I2 or lower
 - 4. For all orders including the setting of 100 or more center stones, the breakage rate allowed will be 2% (Hoover & Strong are responsible only for breakage in excess of 2%)
- B. Hoover & Strong cannot and will not be held liable for any damage caused to center diamonds during removal from jewelry per the customer's request.

Gemstones

Hoover & Strong cannot and will not be held liable for any damage or losses caused during setting or removal of any gemstones when the customer requests that these stones be set or removed. As breakage is such a common issue, Hoover & Strong recommends that additional stones be provided in order to prevent production delays. Any and all unused customer's stones will be returned to the client.

I HEREBY AGREE TO THE ABOVE TERMS AND CONDITIONS

Value for Insurance Purposes:
Signature
Printed Name
Title