

GemstoneArtist.com
Cutting Fees & Policies

1. I use a mathematical formula for determining whether to recommend custom cutting; to recommend commercial cutting; or to recommend NOT cutting at all. That formula is based on my best estimation of the potential net value of the finished gem(s). I use the same formula whether the stone is yours or mine.
2. Cutting Fees are based on an estimate that I'll offer after having personally evaluated the rough (or damaged stone for repair) in great detail. Natural crystals are not perfect, so estimates for cutting time aren't either. I will provide a binding quote that won't be exceeded without prior approval, even if the item requires more time than I estimated.
3. Estimated completion times are best guesses based on pending work and other known factors. While I do my best to meet my estimates for completion times, I do not guarantee completion time on any stone, and I accept no liability for delays, regardless of the cause. It would be careless to rush work on a precious stone and, nobody wants someone to be careless with their valuable rough. So, please keep delivery time in perspective. If you require immediate delivery, I suggest purchasing a stone that has already been cut.
4. Gem-cutting requires expensive equipment, expensive supplies, skills that are expensive to acquire, and lots of expert time. In any such situation, costs-of-work occur per unit of time. So, like any professional in any industry, we bill per unit of time. I will not rush my work on your precious gems. I set an hourly rate based on the amount of value I can add to a high-quality stone – and per unit of time. I do quality work, not rushed work.
5. The natural variability of crystal structures can lead to unexpected results or consequences, and not every stone survives the rigors of the cutting and polishing processes. Nobody can guarantee the behavior of a natural crystal!; we can only do our skilled best. I do not guarantee the integrity of any stone, and my liability shall be limited to the cost of my labor in the event of any unforeseen or undesirable outcomes.
6. I will declare the package value, and purchase insurance for return shipping according to client instructions. My valuation of a given package shall not be interpreted as an appraisal.
7. Cutting fees, handling, shipping and insurance must be paid prior to my shipping completed stones. I may accept payment by credit card or PayPal - or I may require advance payment in negotiable funds prior to shipping. Certain cutting jobs may also require an advance deposit.
8. Client gems are surety against cutting fees: Cutting work will be billed to the client via the last known successful contact with them. Fees not paid within 30 days of such billing may be recovered through sale of any client materials in my possession, whether processed or not.