

GemstoneArtist.com
Cutting Fees & Policies

1. I use a mathematical formula for determining whether to recommend custom cutting; to recommend commercial cutting; or whether to recommend cutting at all. That formula is based on my best estimation of the potential net value of the finished stone. I use the same formula whether the stone is yours or mine, and I know of no other faceter who publishes their evaluation formula. The interactive calculator is on my web site at: <http://www.gemstoneartist.com/Cutting.asp#Calculator>
2. Cutting Fees are based on an estimate that I'll offer when I evaluate the rough (or damaged stone for repair). An "estimate" is just that – based on my best guess about how the stone may behave during the process. Natural crystals are not perfect, so estimates for cutting time aren't, either. Although I generally bill for less time than I put into a stone, there are rare times when a bill will exceed my good-faith estimate.

Estimated completion times are also just best guesses based on pending work and other known factors. While I do my best to meet my estimates for charges and 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 that took nature a million years to create. 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 that you purchase a stone that has already been cut.

3. Gem-cutting requires expensive equipment, expensive supplies, and lots of time. Costs-of-cutting occur per unit of time, so I charge per unit of time (by the hour). This is the economic reality of doing QUALITY work. I will not rush my work to try to increase my per-hour income. I believe that it is more honest to set the hourly rate beforehand, and to then do the best work I can reasonably do – insuring you the best quality result of which I am capable – not the best I can get away with in a rush.
4. 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 unexpected problems due to unforeseen structural issues within a stone.
5. I will declare the package value, and purchase insurance for return shipping according to client instructions, so long as the client does not appear to be preparing to defraud the carrier by grossly inflating the goods' value. I am not an appraiser, and I will not independently certify or declare the goods to be of a particular value: My valuation of a given package according to client request shall not be interpreted as an appraisal.
6. Cutting charges, handling, shipping and insurance must be paid prior to my shipping completed stones. I may accept payment by credit card, and I also reserve the right to require advance payment in negotiable funds prior to shipping. Certain cutting jobs may also require an advance deposit.
7. Client goods are surety against cutting fees. Gems that are not paid for within 60 days of my attempting to notify the client via the last known successful means of contact may be offered for auction for the exact amount of cutting fees, handling, shipping and insurance.