



Wholesale Diamond & Jewelry Exchange

P.O. Box 1026
Oswego, NY 13126
Office: (315) 342-4246
Fax: (315) 342-7441

Custom Work Order

Please write legibly

Name: _____ Date: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Email Address: _____

Best Contact Number: _____ Best Contact Time: _____

Circle each item appropriate to creating your custom designed piece:

Choose One:

Pendant	Lapel Pin	Stick Pin
Earrings	Other (explain):	

Choose One:

10k Yellow Gold	14k Yellow Gold	18k Yellow Gold
10k White Gold	14k White Gold	18k White Gold
Sterling Silver		

Optional (these are intended to be placed within the wheels if the design allows), write in remarks if necessary:

Genuine Diamonds	Cubic Zirconia
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Optional:

Black Enamel (explain location):

Optional:

Engraving: (explain location and numbers / words to be engraved)

Other (explain any further details we will need to process your order, continue on the back if necessary):

This page is for your own reference and you do not need to fax it with the completed Custom Work Order



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The following serves as a typical guideline for the custom work process:

1. Fill out the Custom Work Order then fax it to (315) 342-7441 or mail the completed form to: Wholesale Diamond & Jewelry Exchange, P.O. Box 1026, Oswego, NY 13126.
2. Email a photo of the car to custom@oswegowholesale.com or mail a photo with the completed Custom Work Order to the address above.
3. An associate will contact you once all materials are received and discuss your order to ensure that we have all of the necessary information to create your item. Providing us with a completed Custom Work Order does not bind you in any way to having custom work done and no work will be started until a representative has spoken with you and the initial 50% down payment is received. You will be quoted a total for your item/s at which time a 50% down payment will be required. Payment can be made via major credit card over the phone with one of our customer service representatives at (315) 342-4246, via Paypal online (payments to be sent to custom@oswegowholesale.com), or by check or money order sent to our mailing address as stated above. If paying by check or money order no work will be started until payment is received and cleared. **Authorization of the 50% down payment serves as acceptance by the customer for Wholesale Diamond & Jewelry Exchange to commence with custom design work and acts as a binding agreement.**
4. Once our jeweler has completed the hand carved wax mold of the item a photo image will be emailed to you for viewing and approval.
5. If you approve the design our jeweler will then complete the process and create your item/s. At this time payment in full is required and payment methods as stated in number 3 will be accepted. If you do not approve the design our jeweler will make the necessary changes as indicated by you. If after a third attempt you are still dissatisfied with the design you will have the option of cancelling your custom order and receiving a full refund of any monies paid. Once a design is approved and work commences on the completion of the item/s no refunds may be issued.
6. The finished products will be appropriately packaged and sent to you. It is really that easy!

Costs:

Custom designs equal in size to our stock items will retail approximately for the same price plus an additional cost for the design fee. The design fee for 1-3 pieces is \$150 each, 4-7 pieces is \$75 each, and 8 or more pieces is \$25 each (these prices are for multiples of the same design). Design fee may vary depending on the desired size of the item and detailing.

Down Payment:

Custom designs require a 50% down payment and payment in full upon approval of the design.

Other Additional Costs:

Genuine Diamonds, Cubic Zirconia's, Black Enamel, and Engraving all have additional costs which will be included in the quoted price if these items have been selected for use on your custom design piece.