



CLIENT ADVISORY NOTICE - RE-USE OF CLIENT'S METAL

You have opted for the commission of a bespoke piece of jewellery using all or some of your own materials. This method of manufacturing is a wonderful way of making a piece for sentimental & financial reasons. It is, however, not always successful.

Precious metals are ALLOYS comprised of ELEMENTS and when purchased in the form of new refined bullion from our suppliers it is always fit for purpose. However, when we are using client's materials, the quality / purity of this is not something we can predict accurately. Additionally, some quality metals when mixed together can form different results that can hinder the process, or in some case be unworkable.

This is mainly prominent (but not limited to) lower carats / purity of golds or metals with certain additional elements within such as Cobalt in Platinum. These factors can be:

- **Cracking of the metal when working it**
- **Change of the colour tinge of the melted metal**
- **Metal that becomes too hard / brittle to work with**
- **Metal that becomes unusable**
- **A finished piece that is not 100% blemish free (ie: porosity) This is particularly prominent on large FLAT surfaces**

On some occasions, the issues can be resolved by ADDING a higher carat of gold/material, which would be at extra expense to the client. *We ALWAYS seek permission from client before this.* Please ask us for more details if we haven't covered this.

By accepting this order using client's material, the client agrees that any or all of the above points may affect their order, and that no liability can be placed upon RTFJ Ltd for such.

The client also accepts that, at any point during the manufacture that there may need to be a change in design or plan accordingly to accommodate and in some cases, however far along in the project or even close to the deadline the project may have to be terminated. In this worst case scenario, all metals would be returned to the client and no charges for labour applied.

If RTFJ Ltd have had to add any extra metal in order to attempt to rectify a problem, that this extra WOULD be payable by the client, Even if the project fails, but the same mass would be returned.

Please be assured that we always do our absolute best to ensure a project is completed to the very best standards, but by signing below the client accepts that the points above may be applicable to their order.

We thank you for your understanding.