

Changes / Modifications / Adjustments

Changes, modifications and adjustments to custom pieces is a part of the process in custom design. I regularly work with them and have no problem at all with them.

Because of the time necessary to make changes though, along with other jobs requiring near-restarts in order to make a change, I like to address my process with changes, before starting work with a new client.

I price jobs based on the information provided at the start of the project and the time it will take to complete that project, along with assuming there may be some minor tweaks to get it right. Having to change parts or the whole of the ring to account for changes does take extra time, and in some cases, significant time. Due to this, I do charge extra for having to do these changes but would also like to provide the following information to help minimize and avoid these cases.

First off, I will say that changes in order to get your design right, the way you have requested are never included as a "change". This is just a part of designing your custom piece the way it is meant to look. This doesn't ever have a change fee associated to it.

Minor changes and tweaks to a design are also often absorbed into the cost, as long as they are kept minimal and are not time consuming. It is an expected part of our service.

Having 7 years prior experience working in sales with custom designed jewellery, I found that asking for a non-refundable, small deposit for the custom process is an excellent start. The deposit is based on the design they will sign off on. They can also be made aware from the beginning about the time involved in custom so if they wish to change the design midway through, it can incur an extra cost.

This expectation from the start almost always goes over well and allows the customer to make a commitment, understand the parameters of the process and commits them to the store with that minor deposit.

Identifying jobs where small changes can mean full rebuilds is something I will do at the start of a job and let you know. Stone changes, width changes, taper changes, etc may seem minor from an outside perspective but from a CAD perspective, making some of those changes means pulling most or all of the ring apart and changing it to accommodate that.

I will identify these jobs at the start of each job for you, so we can do our best to avoid making a costly change in the middle of the process.

- One other note here is that at times, some clients will bring in a photo and want their ring to look exactly like the image, but their budget only allows for a stone $\frac{1}{2}$ or $\frac{1}{4}$ the size of the image.
- Another example is a photo with a standard ring size of 5-6 but the client may have a finger size 9-10. In cases like this, the customer needs to know this from the start of the process to avoid disappointment and problems that are
- Some photos customers reference, have unsafe or unrealistic designs such as claws that are too thin, areas too weak/narrow and won't result in a final custom designed piece that will hold up physically. Again, this is best discussed with the client during the initial appointment.