

Commissions Contract

The Pacific Lights



Payment Terms

- **Orders without consultations:** Full payment is required upfront.
- **Orders with consultations (over \$1000 USD):** Deposits required; details discussed between the client and me.
- **Gem cutting work under \$600 USD:** Full payment required.
- **Dispatch policy:** Items are dispatched only after full payment is received.

Payment Methods & Fees

I accept the following payment methods:

- **Paypal:** 3.5% fee (not included in gem/custom piece price)
- **Zelle:** No fee (Rana Levy, ThePacificLightsGems@gmail.com)
- **Venmo:** No fee (@Rana-Levy)
- **CashApp:** No fee (\$Thepacificlights)
- **Webste Orders:** No fee

Note: 8.38% NV state tax will be added to all orders.

Production Timeframes

- **Gemstones:** 4-6 weeks
- **Custom ring orders + gems:** 5-8 weeks
- I reserve the right to extent timelines if need be to assure the highest quality work is done

Payment Flexibility

For higher-priced custom items:

- Plan your payments accordingly.
- Orders not paid in full will not receive items until paid in full.
- **To pay in full, consider a Credit Card if you need**
- **Additional options on the website:** Klarna, AfterPay, and PayPal Pay Later (4 interest-free payments, no hard credit pull).

Work Process & Communication

- **Progress updates:** Photos or videos sent at my convenience.
- **Message policy:** Please avoid progress inquiries as I manage multiple orders simultaneously.
- **Check-ins:** For some projects, I may check in weekly via email.

Refunds, Cancellations & Changes

- **Custom items:** No returns or refunds (common practice for custom gem cutting).
- **Project cancellations by me:** Refunds issued (excluding computer/design work).
- **Design ownership:** All designs remain my property, some are copyrighted and trademarked.
- **Gem quality assurance:** I commit to cutting gems to the agreed specifications and quality of my work on Instagram, Reddit, Etsy, and photos.
- **Issue resolution:** I am responsible for recutting/replacing flawed pieces when items are in my care.
- **Gold work:** No changes once gold work starts.
- **Design changes:** Complete rehails via computer modeling incur a \$60 fee (non-refundable).
- **Client cancellations:** Full refund if work hasn't started (excludes consultation/CAD and computer work fees).

Shipping & Customer Service

- **Shipping costs:** Not covered unless explicitly agreed upon.

- **Shipping options:** USPS, UPS
- **Customer service:** Contact me immediately for issue resolution.
- **Communication channels:**
 - Reddit: @Thepacificlights
 - Instagram: @thepacificlights
 - Etsy, Website, or email: ThePacificLightsGems@gmail.com

By signing below, you confirm that you understand, agree to, and have read all terms and conditions.

Signature: _____

Date: _____
