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Thank you for choosing Trung Do's JD & Co. Goldsmith Services and Gem East.  
 Any use of the term "Trung Do's" herein will apply to both JD & Co. Goldsmith Services and Gem East.

Listed below is the following: Limited Repair Warranty and Terms of Sale for Trung Do's. Trung Do's may limit, suspend, or stop providing service to you if you fail to comply with these Terms (such as a failure to pay fees when due).

**REPAIR/SERVICE LIMITED WARRANTY INFORMATION**

All of our repairs are done with the care of the customers experience in mind. Jewelry Repairs come with a 90 day warranty. This means, that for 90 days after completion of the repair or servicing, if there is an issue directly related to the workmanship of the repair/servicing done, JD & Co. will redo the work at no charge (determined by JD & Co.). The standard labor rate will apply on repairs and services beyond 90 days. If an estimate advises 'no guarantee' and is approved, the repair will have no warranty. JD & Co. is not responsible for damages or costs that are the result of accidents, misuse, or normal wear and tear of the jewelry.

**MERCHANDISE RETURN AND/OR EXCHANGE POLICY**

1. All returns or exchanges require a return authorization and must be returned to Trung Do's for verification before credit can be issued.
2. All returns must include an original invoice number, style number, and reason for return (a 15% restocking fee will apply).
3. Special orders and Custom Designed merchandise are not returnable for credit.
4. All merchandise must be carefully packaged so it will not be damaged in shipment. Trung Do's reserves the right to assess a refinishing charge should any merchandise be received in an unsatisfactory condition.

**PAYMENT**

1. All custom orders will be Net 30 days.
  2. Repairs will be Net 30 days.
  3. Forms of payment accepted are Check, Credit Card and Electronic Remittance.
- a. **Any invoice not paid within a 30 day period from the date of the original statement will have a penalty of 3% of the total invoice added monthly until the invoice is paid in full. If after 90 days the invoice is not paid in full, the invoice will be referred to a Collection Agency, unless other arrangements have been made. If agreed upon arrangements are not honored, the invoice will immediately be referred to a Collection Agency.**
  - b. **If legal action is necessary to collect any amount due to outstanding invoices, any authorized personnel/company signed below shall pay all costs of collection; including, but not limited to, Attorney fees.**

If your company requires anything other than a monthly statement, please contact Karry Harrow, Executive Assistant, at 253-537-5572 ext. 102 or fax 253-503-3694.

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 Company Name: \_\_\_\_\_

Please sign and fax to (253) 503-3694.  
 Thank You for your cooperation.