

WELCOME, SERVICES,
& PRICING KIT FOR
FRED MEYER JEWELERS

J&C.

A TRUNG DO'S GOLDSMITH CO

Welcome

We're beyond excited to invite you into our home and embrace you as the newest member of the JD&Co. family.

You need a partner that is well-respected and trusted among your peers and offers the quality craftsmanship that your customers expect from you each and every day. We invite you to experience our commitment to Quality, Service and Value where there is no request that is too large or too small.

We treat each industry partner as if they were the only one in the world. We painstakingly agonize over every detail and invest our time so that your experience is perfect, and if it is not, there is nothing we won't do to make it so. Since 1991, our reputation has been built on trust.

You'll enjoy the real-time updates of a 24/7 online tracking system, precision of state-of-the-art technology, and quality of dozens of skilled craftsmen and goldsmiths. You'll also now be able to provide your customers with profitable custom services and challenging repairs and maintain the transparency you need when outsourcing.

Now the 3rd largest industry trade shop in the US, our client list has grown to include some of the world's largest and most renowned retailers, while never forgetting the ones that were there in the beginning.

Please don't forget that JD&Co. offers you a seamless, full-service extension to your in-house jewelry services. If you have any questions or any problems that arise, please do not hesitate to contact our shop right away.



Trung "Johnny" Do

President and CEO

Trung Do's Goldsmith Services, Inc.



Why JD&Co.?

Comfort in knowing we're the 3rd largest jewelry industry trade shop in the US.

- Hundreds of accounts nationally
- Process 3,000-5,000 jobs each week
- A full-service extension to jewelry businesses

Consistency in service alongside a well-respected, trusted industry resource.

- Operating since 1991
- Reputation for completing difficult work others can't
- Real-time online management and transparency
- Personalized education for your staff

You can count on quality craftsmanship and rigorous quality control.

- Over 30 skilled bench craftsmen and 4 master jewelers
- Highly efficient meets quality control with 95%+ perfection
- Dedicated client satisfaction and customer service team



Our Services

Challenging Jewelry Repairs

- Antique/estate restoration
- Remount and refurbishing
- Invisible and tension-set mountings
- Intricate baguette work
- Tri color rhodium plating
- Shared prongs and pave resizing

Watch Restoration & Repair

- Family heirloom restorations
- Crystal and movement replacement
- Crown, stem, chain and clasp repairs
- Special occasion engraving
- Battery replacement

Custom Design & Manufacturing

- Custom CAD/CAM design
- 3D imaging
- Wax printing & hand carving
- Casting
- Stone setting and assembly
- Hand and laser engraving

Service Extensions

- Appraisals and gem identification
- Diamond laser inscribing
- Portrait transfers
- Pearl and bead stringing
- Onsite goldsmith for special events
- Shipping incentives

Terms & Policies

Thank you for choosing JD&Co., a Trung Do's Goldsmith Co, Trung Do's 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, Trung Do's will redo the work at no charge (determined by Trung Do's). 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. Trung Do's 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

All returns or exchanges require a return authorization and must be returned to Trung Do's for verification before credit can be issued.

All returns must include an original invoice number, style number, and reason for return. Special orders and Custom Designed merchandise are not returnable for credit.

Exception: Custom Designs that Trung Do's is unable to correct to the client's specifications through remakes, a credit will be issued to the clients account.

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

All custom orders will be Net 30 days. Repairs will be Net 30 days.

Forms of payment accepted are Check, Credit Card and Electronic Remittance. (NO FEE for Credit Card use).

a. Any invoice not paid after 30 day period from the original statement date will have a penalty of 3% of the total statement added monthly until the statement is paid in full. If after 60 days the statement is not paid in full, the statement will be referred to a Collection Agency, unless other arrangements have been made. If agreed upon arrangements are not honored, the statement 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 our, finance officer, at 253-537-5572 ext. 104 or fax 253-531-8237.

*last updated July 20, 2023



Contact Info

Company Address:

Trung Do's Goldsmith Services, Inc.
dba / JD&Co. Inc. and GemEast
8639 Pacific Ave.
Tacoma, WA 98444

Company Contact:

Phone: (253) 537-5572
FAX: (253) 531-8237
Email: info@jdcojewelry.com
Website: www.jdcojewelry.com

Contact Directory:

Operations

Johnny Do	<i>President & Owner</i>	(253) 537-5572 #105	Johnny@jdcojewelry.com
Lien Ho	<i>COO</i>	(253) 537-5572 #107	Lien@jdcojewelry.com
Jimmy Lawson	<i>VP Business Development</i>	(253) 306-1542 Direct	Jimmy@jdcojewelry.com

Custom, Ecommerce, and GemEast

Brenna Newell	<i>Special Accounts Manager</i>	(253) 537-5572 #101	Brenna@jdcojewelry.com
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General accounting information and invoice inquires, etc.

Karry Harrow	<i>Accounts Receivable</i>	(253) 537-5572 #104	receivables@jdcojewelry.com
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Customer Service

Wayne Straus	<i>Customer Service Director</i>	(253) 537-5572 #100	info@jdcojewelry.com
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Shipping

CHAIN STORE PARTNERS

When shipping and or sending repairs to JD&Co. please make sure the following information is provided to alleviate any delays of your repairs being received and returned in a timely manner.

Complete & Provide:

- Company / Store name
- Address
- Phone Number

Packing Slip/Manifest:

- Completed & verified Packing Slip of the contents shipped to our facility
- JD&CO will then reconcile the slip & verify contents

Standard Shipping: 2 Day Shipping

Please include:

Any other information pertinent to the items enclosed

Ship to:

JD&Co.
8639 Pacific Ave
Tacoma, WA 98444

Thank you for your trust & partnership.



Pricing

STANDARD PRICING



J&C.

A TRUNG DO'S GOLDSMITH CO

Jewelry

WORK DESCRIPTION	VENDOR COST	
	Yellow Gold	JOB CODE
RING SIZING 10/14 Kt/Silver .925 (Includes Stone Tightening)		
to 3mm - Smaller	\$11.00	1
to 3mm - Larger one size	\$15.00	2
to 3mm - Each additional size	\$7.00	3
3.1mm to 5mm - Smaller	\$12.00	4
3.1mm to 5mm - Larger one size	\$18.00	5
3.1mm to 5mm - Each additional size	\$9.00	6
5.1mm to 7mm - Smaller	\$12.00	7
5.1mm to 7mm - Larger one size	\$19.00	8
5.1mm to 7mm - Each additional size	\$9.00	9
7.1mm & Up	EST	10
RING SIZING 18 Kt (Includes Stone Tightening)		
to 3mm - Smaller	EST	11
RING SIZING Platinum (Includes Stone Tightening)		
Platinum smaller	\$23.00	21
Platinum larger (up one size)	\$38.00	22
Platinum larger each additional size	\$20.00	23
MISC. RING REPAIR		
10/14 Kt Half Shank Up to 3.5mm	EST	24
10/14 Kt Solder Break	\$13.00	28
10/14 Kt Sizing Beads	\$27.00	29
Platinum Solder Break	\$28.00	30
SOLDERING RINGS - 10/14 Kt		
2 Rings Together	\$16.00	33
2 Rings Together - Top & Bottom	\$20.00	34
3 Rings Together	\$24.00	35
3 Rings Together - Top & Bottom	\$31.00	36
Unsolder Rings	\$10.00	37
PRONGS - 10/14/18 Kt		
Straighten Prong (each)	\$4.00	38
Retip (first tip)	\$9.00	39
Each Additional Tip	\$6.00	40
Retip 10 Tips	\$48.00	41
Each Additional Tip after 10 Tips	\$6.00	42
Center Tips (4 Prongs)	\$26.00	43
Center Tips (6 Prongs)	\$37.00	44
Rebuild Prong (each)	\$14.00	45
Platinum Retip (each)	\$17.00	46
Rebuild "V" Prong (each)	\$19.00	47
STONE TIGHTENING		
Pull Stone	\$2.00	48
Tighten Loose Stone (first)	\$8.00	49
Tighten Loose Stone (each add)	\$4.00	50
EARRING (PR.)		
Resolder Post to Earring	\$7.00	53
Supply & Solder Post & Nuts	\$28.00	54
Supply & Solder Screw Backs, Post & Nuts	\$58.00	55
Friction Earring Backs (pair)	\$16.00	56
Screw Earring Backs (pair)	\$22.00	57

WORK DESCRIPTION	VENDOR COST	
	Yellow Gold	JOB CODE
SET STONES (Prong Set)		
Round Center & Side .01 - .22	\$12.00	59
Round Center & Side .23 - .40	\$12.00	60
Round Center & Side .41 - .68	\$13.00	61
Round Center & Side .69 - .89	\$14.00	62
Round Center & Side .90 - 1.20	\$17.00	63
Fancy Center & Side .01 - .22	\$13.00	64
Fancy Center & Side .23 - .40	\$16.00	65
Fancy Center & Side .41 - .68	\$17.00	66
Fancy Center & Side .69 - .89	\$19.00	67
Fancy Center & Side .90 - 1.20	\$22.00	68
HEAD & SET (Center 4 & 6 Prong) 14 Kt		
Round .01 - .05	\$24.00	69
Round .06 - .12	\$34.00	70
Round .13 - .22	\$40.00	71
Round .23 - .28	\$47.00	72
Round .29 - .39	\$52.00	73
Round .40 - .57	\$58.00	74
Round .58 - .68	\$63.00	75
Round .69 - .82	\$69.00	76
Round .83 - .94	\$74.00	77
Round .95 - 1.20	\$80.00	78
Round 1.20 +	Est	79
CHAIN REPAIR		
Thin - Medium Chain	\$10.00	82
Heavy or Fancy Chain	\$11.00	83
Supply & Solder Jump Ring	\$13.00	84
Solder Jump Ring Closed	\$7.00	85
Replace Hinge	\$22.00	111
CLASPS (Includes Soldering for Lobster & Barrel)		
Tighten / Adjust Clasp	\$4.00	88
Spring Ring	\$12.00	89
Lobster Clasp w/ jump ring, 8.5 mm	\$27.00	90
Lobster Clasp w/ jump ring, 10 mm	\$31.00	91
Lobster Clasp w/ jump ring, 11.75 mm	\$45.00	92
Lobster Clasp w/ jump ring, 13.5 mm	\$65.00	93
Silver Lobster Clasp w/ jump ring, 8.5 mm	\$15.00	94
Silver Lobster Clasp w/ jump ring, 11.5 mm	\$18.00	95
SUPPLY & SOLDER END TAB (each)		
3.0 MM	\$16.00	97
4.0 MM	\$17.00	98
MISC.		
Rhodium Add On (White Gold Repair)	\$10.00	124
Rhodium, Clean and Polish	\$12.00	101
Refurbish Ring	\$8.00	102
Satin Finish	\$10.00	104
Florentine Finish	Est	106
Pearls/beads Knotted (inch)	Est	107
Sterling Silver Repair	Est	108
Custom Work	Est	109
Engraving	Est	110
Estimate	Est	103
FINDINGS		
Shop	Est	105

Apply Rhodium Add On (Code 124) for 'White Gold' Repairs

Watch

Watch Repair Price List			
List A		List B	
Repair	Cost	Repair	Cost
Battery Replacement (Includes Gasket)	\$10	Battery Replacement (Includes Gasket)	\$10
Battery Replace & Pressure Test	\$30	Battery Replace & Pressure Test	\$35
Clean & Overhaul	\$75	Clean & Overhaul	Est
Gaskets	\$8	Gaskets	\$6
Crystal Replacement (Include Gasket)	\$40	Crystal Replacement (Include Gasket)	Est
Stem & Crown	\$35	Stem & Crown	\$65
SS Band & Case Refurbishing	Est	SS Band & Case Refurbishing	Est
Minor Band Adjustment (Starting	\$10	Minor Band Adjustment (Starting	\$10
Automatic & Pocket Watches	Est	Automatic & Pocket Watches	Est
Watch Manufacturer Lists			
List A		List B	
Ann Klein		Eco Drive/Kinetic/Mechanical Mvmt.	
Armani		Ed Hardy	
Bulova		Festina	
Calibri		Gucci	
Caravelle		Invicta	
Coach		Marc by Marc	
Diesel		Michele	
Discovery		Michael Kors	
DKNY		Mido	
Fossil		Movado	
Ingersoll		Movado ESQ	
Hampden Personalized		Nilo	
Pacific Concepts		Officini Del Tempo	
Swatch		Rado	
Swiss Army		Raymond Weil	
Skagen		Regnier	
All Japanese Watches		Tissot	
ESTIMATE			
Citizen (Quartz)		Cartier	
Seiko (Quartz)		Ebel	
Accutron		Longines	
Baume Mercier		Lucien Piccard	
Bertolucci		Montblanc	
ROLEX		Omega	
Breitling		Dior	
Delphis		Roger Dubuis	
Hublot		Oris	
Chopard		Tag Heuer	
Complete overhaul includes the following:			
* Cleaning and inspection of all parts of the watch, inside and the outside case.			
* Replacement or repair of all worn or damaged parts.			
* Adjust time keeping to the best possible, depending on age, quality, and condition.			
The prices do not include the replacement or cost of worn and damaged parts.			
We have a 90 day Warranty for all watch repairs!			

Custom Designs

Process:

1. Email for Custom Estimate
 - Email Subject Line: “Store Name” – Custom Design Estimate
 - Email to JD&Co.: brenna@jdcojewelry.com
 - Email Contents:
 - Upload & Sketches / Pictures/ Dimensions
 - Metal & Stones Information
 - What you will be supplying
 - Description- The more Details the better
 - In-hand Date/Timeframe
2. Receive an Estimate from JD&Co.
 - Estimates are at no charge
 - Estimates are itemized
 - Provided within 24 Hours
 - Call or email same day request
3. Client Approves Estimate

CUSTOM DESIGN PRICING

Item	Cost	Turnaround Time
CAD Rendering (starting at)	\$120 \$0*	2 Business Days
Standard Production	\$0	10 Business Days
Rush Production – 5 Days	\$300	5 Business Days

*\$120 CAD rendering fee if the design does not go into casting; NO CHARGE if casted with JD&Co.




Note:

Custom Designed merchandise are not returnable for credit.

Exception: Custom Designs that JD&Co. is unable to correct to the client's specifications through remakes; a credit will be issued to the clients account

Engraving

RING

		Inside		Outside	
		Plain Band	Fancy	Plain Band	Fancy in
					
Price	Plain Text Only	\$15	\$20	\$15	Estimate
	Symbol or Special Design	Estimate			

WATCH and POCKET WATCH






Price		Back of Watch or Outside of Pocket Watch	Inside of Pocket Watch
	Plain Text Only	\$25	Estimate
	Symbol or Special Design	Estimate	

BANGLE



Price		Outside	Inside
	Plain Text Only	\$20	Estimate
	Symbol or Special Design	Estimate	

CUSTOM PRINT

Price will be determined when we evaluate a specific item	Text with	Decorative	Fingerprint	Foreign Language	Picture
				快乐	

ID BRACELET and FLAT ITEMS



Price	Plain Text Only	\$15 on each side (Front/Top or Back/Bottom)
	Symbol or Special Design	

Engraving

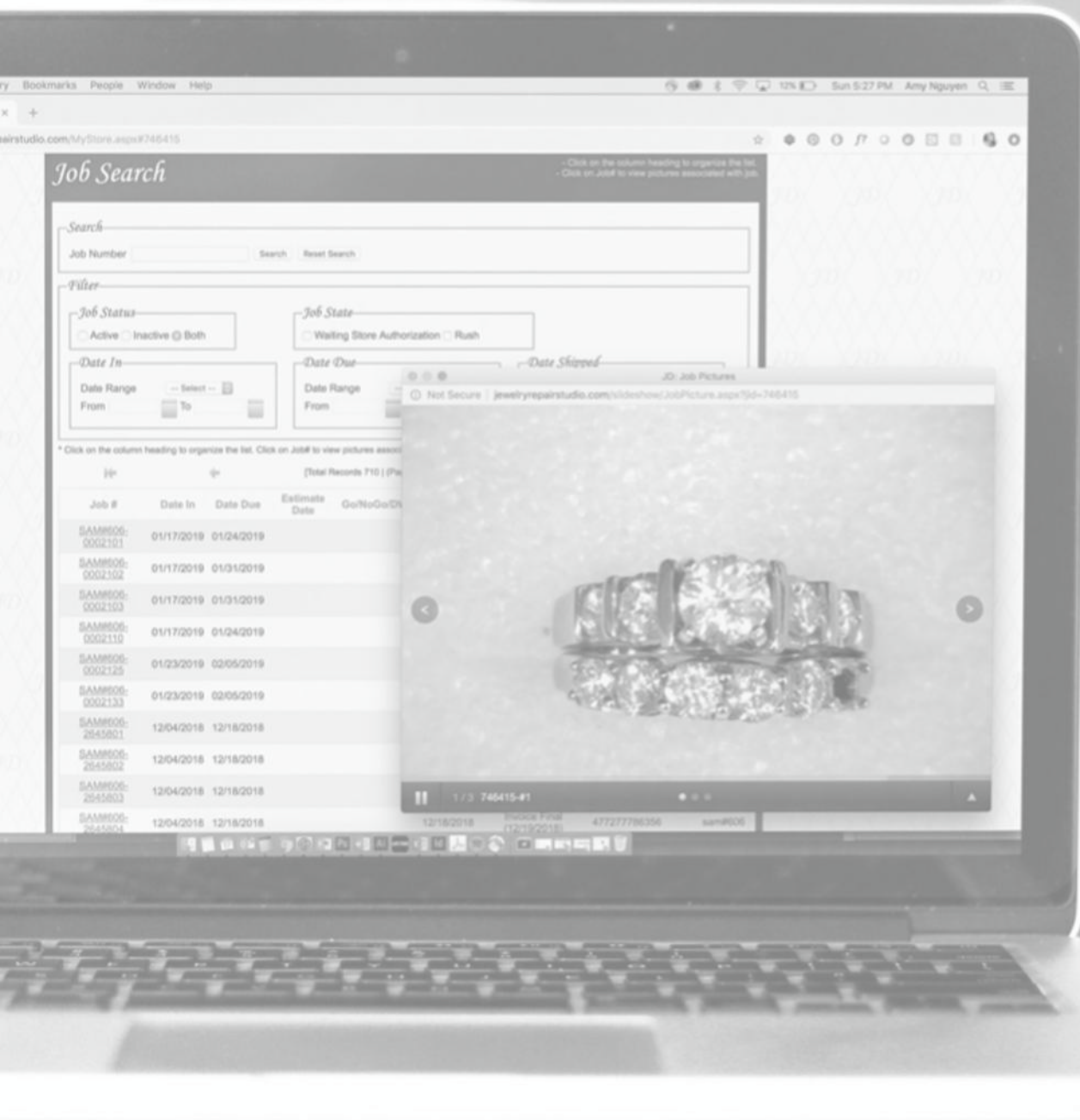
JD&Co. is known for our quality engraving that does not compromise the integrity of the piece. With a massive range of capabilities and in the hands of our dedicated staff, our engraving technique can be used on many materials. All is possible! If you can provide the asset, we can engrave it.

[Words & Numbers](#) | [Icons & Images](#) | [Portraits & Fingerprints](#) | [Carving & Cutting](#)

ROBO ROBOTO	ABCDEFGHIJKLMN OPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 0123456789
Roma Times New Roman	ABCDEFGHIJKLMN OPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 0123456789
Arvo Arvo	ABCDEFGHIJKLMN OPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 0123456789
Courae Courgette Regular	<i>ABCDEFGHIJKLMN OPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 0123456789</i>
Pinuon Pinyon Script	<i>ABCDEFGHIJKLMN OPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 0123456789</i>
Old Engl Old English	ABCDEFGHIJKLMN OPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 0123456789
Pacifico () Pacifico Regular	<i>ABCDEFGHIJKLMN OPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 0123456789</i>
Riaht Righteous	ABCDEFGHIJKLMN OPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 0123456789
BUN BUNGEE	ABCDEFGHIJKLMN OPQRSTUVWXYZ ABCDEFGHIJKLMN OPQRSTUVWXYZ 0123456789
CINZ Cinzel	ABCDEFGHIJKLMN OPQRSTUVWXYZ ABCDEFGHIJKLMN OPQRSTUVWXYZ 0123456789

Job Tracker

USER GUIDE





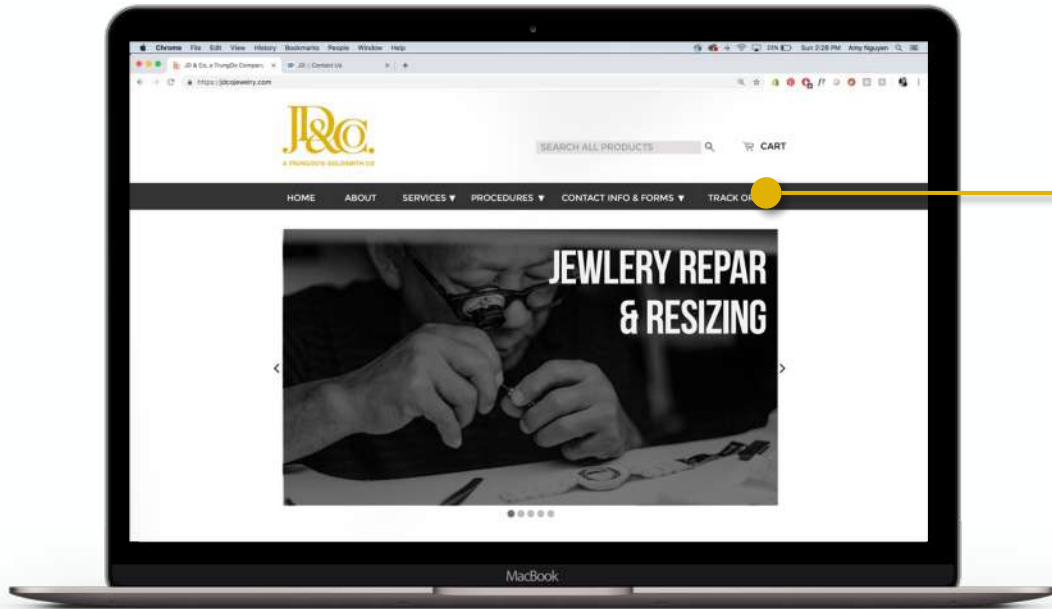
Real-Time Job Tracking

Once you have become a client of JD&Co. you will have unique access to our online, [24/7 Job Tracking Tool](#). It allows your store personnel to inform customers at all times as to the status of their jobs. This allows you to be able to view each piece and track the status 24/7.

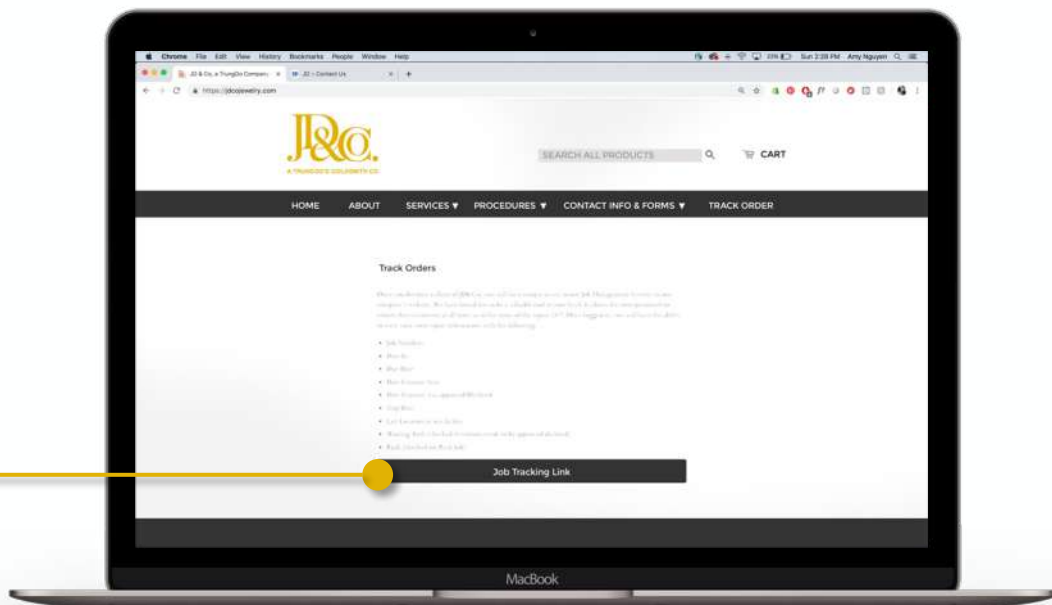
Your job tracking tool includes:

- Job numbers
- Merchandise images
- Check-in and due dates
- Date estimate sent
- Waiting authorization and date approved/declined
- Location within JD&Co facility
- Shipping date and tracking information
- Rush production status
- Estimates date & with online approvals

Job Tracking Tool



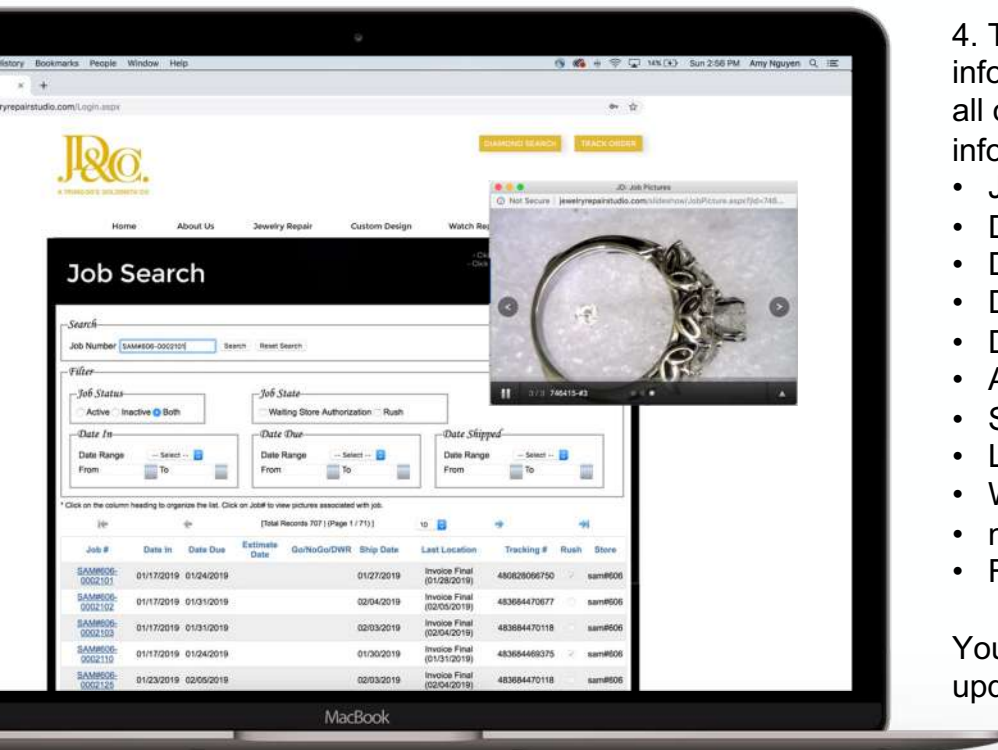
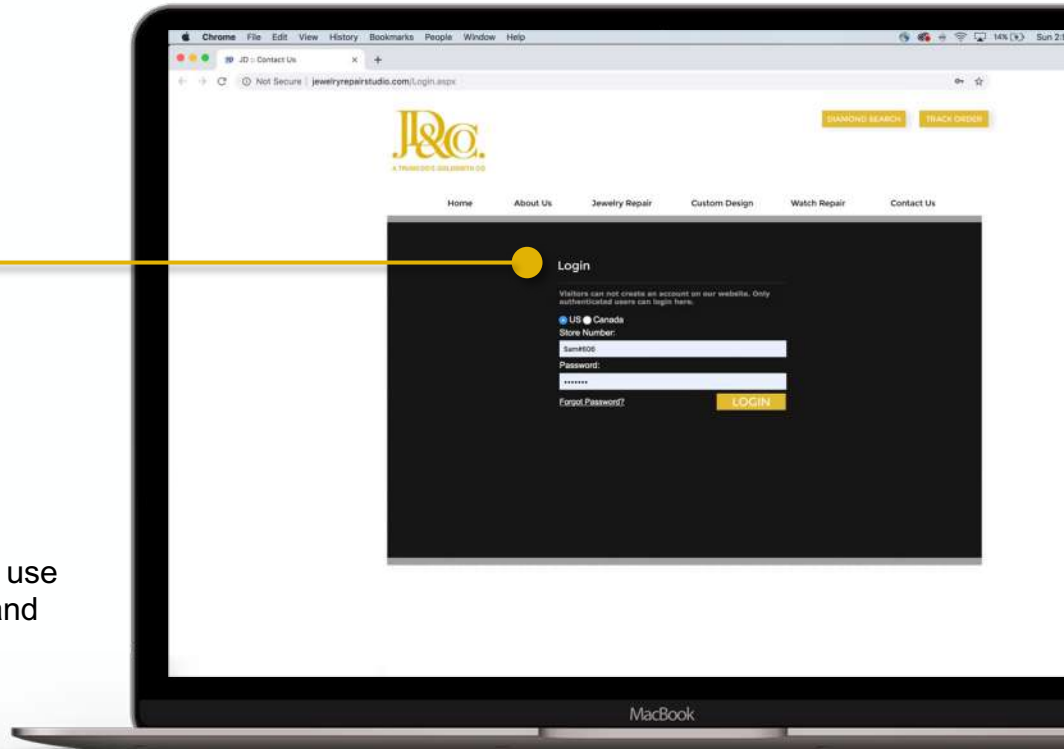
1. Go to www.jdcojewelry.com, at the **Home** page in the upper right hand corner select the **Track Order** tab.



2. On the **Track Order Page** – select **Job Tracking Link** to be redirected to the Job Tracking Tool Login Page.

Job Tracking Tool

3. On the **Track Order Login Page**, use your provided login and password and click the **Login Button**



4. The screen with all your store repair information will appear. This will include all of your repairs with the following information.

- Job Numbers
- Date In
- Due Date
- Date Estimate Sent
- Date Estimate Was
- Approved/Declined
- Ship Date
- Last Location In Our Facility
- Waiting Auth (box checked if estimate needs to be approved/declined)
- Rush (box checked if job is a Rush)

You can select on a job number for update photos.



Let's Cast a Partnership!

To create an account with JD&Co., fill out our New Client Form online:
<https://www.jdcojewelry.com/new-client-form>

Contact us for quotes, consultation, or an in-depth partnership meeting.