

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

