

ISSA LUMA

TERMS AND POLICIES

PERMANENT JEWELRY & POP-UP EVENTS

DATED April 20, 2024

OUR TERMS AND POLICIES ARE PREPARED TO PROVIDE THE OPTIMAL CLIENT EXPERIENCE.

CAREFULLY READ ALL TERMS AND POLICIES. IF YOU HAVE ANY QUESTIONS, CONTACT ISSA LUMA
JEWELRY PRIOR TO BOOKING YOUR APPOINTMENT.

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Permanent Jewelry Terminology & Myths

Terminology & Myths

The term “permanent jewelry” is created to describe that the piece of jewelry does not have a clasp. Permanent Jewelry in its truest form is fine jewelry and requires the care equal to other removable fine jewelry. It is not indestructible and requires ongoing cleaning and care. Jewelry that is considered “permanent” is welded with a trusted and high-quality welding machine.

Other terminology used by the industry includes: “welded”, “zapped”, “linked”, “forever”, just to name a few. If a jewelry is not welded, it does not constitute being “permanent”.

If you have questions, contact Issa Luma Jewelry PRIOR TO booking an appointment so that you may make an informed decision.

Prior to your Appointment

Eligibility

We would be honored to serve any clients that are 15 years of age or older at the time of service. Clients may be requested to provide proof of eligibility.

Disclaimer & Waiver

Every legally operated business has sound business practices that includes disclaimers & waivers. In order to service a client, a Disclaimer & Waiver form must be completed prior to any service. Ensure you have read the Disclaimer & Waiver prior to booking an appointment. Failure to complete a Disclaimer & Waiver form at the time of appointment may result in denial of service and loss of deposit.

Private Permanent Jewelry Appointments

We host private one-on-one Private appointments for those looking for a more private setting. A deposit is required at the time of booking. This deposit will be applied to your final bill at the time of your appointment. Your final bill must be paid once you have selected your chain of choice and prior to applying your permanent jewelry.

Cancellation & Rescheduling Terms & Conditions:

- 1) Cancellation is accepted a minimum of 24 hours prior to your scheduled appointment with full refund of your deposit.
- 2) Rescheduling is accepted a minimum of 12 hours prior to scheduled appointment with no additional fee charged.

Should you cancel or reschedule after the noted above policy, you understand that:

- 1) For Cancellations within 24 hrs of your scheduled appointment, your deposit will not be refunded
- 2) For Rescheduling within 12 hrs of your scheduled appointment, you will be required to pay an additional rescheduling fee of \$15.00 that will be added to your final bill at time of service.
- 3) Not proceeding with service appointment once you have arrived - Cancellation within 24hrs policy will be applied and your deposit will not be refunded

Mobile Studios

Our Mobile Studios are hosted events. At times cancelations or rescheduling may occur that is out of our control. Should our host cancel or reschedule for any reason, clients who have booked an appointment will be contacted and we will work with the clients to reschedule.

Cancellation & Rescheduling Terms & Conditions:

- 1) Cancellation is accepted a minimum of 24 hours prior to your scheduled appointment at no charge.
- 2) Rescheduling is accepted a minimum of 12 hours prior to scheduled appointment with no additional fee charged.

Should you cancel or reschedule after the noted above policy, you understand that:

- 1) For Cancellations within 24 hrs of your scheduled appointment, you will be charged a \$20.00 fee using the credit card provided in your booking.
- 2) For Rescheduling within 12 hrs of your scheduled appointment, you will be required to pay an additional rescheduling fee of \$15.00 that will be added to your final bill at time of service.
- 3) Not proceeding with service appointment once you have arrived - Cancellation within 24hrs policy will be applied and your deposit will not be refunded

Booking Appointments

- Read Terms & Conditions prior to booking an appointment
- You may be required to make a deposit. Any deposits paid are applied to your final bill unless otherwise advised withing 48hrs of booking your appointment.
- A Disclaimer & Waiver Form is required. Ensure that you read the sample waiver form BEFORE you book and appointment. You will be required to sign a physical form during your appointment.
- Each appointment is only for 1 person, 1 chain & any charms/connector (if selected). If you wish to purchase more than one permanent Jewelry, book more than one appointment.
- Each appointment duration will depend of the location.
- Once you submit your appointment request, you will receive a confirmation of your secured appointment. If you do not receive a confirmation within 24hrs, please contact us via CONTACT US
- We thankfully accept all final payments in the form of cash, interact debit or major credit card (Visa/MC).
- Issa Luma Jewelry aims to maintain collection choices and availability on a regular basis and information used on Issa Luma Jewelry website and social media sites should be used as a guide in making your decision. Collections and inventory will and can change without notice. Final Permanent Jewelry collections and availability can only be confirmed during a booked appointment.

Your Appointment Day

Your Appointment

1. Plan ahead AND arrive early. Take into consideration the following examples of factors that may impact your travel, arrival time and/or readiness for your appointment:

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|---|--|
| Weather conditions Traffic Potential line-ups with Issa Luma Jewelry Check in Time | Parking time Familiarity of the area Jewelry Selection Group meet up arrangements |
|---|--|

2. What if I have a change of heart immediately receiving my permanent jewelry? Time permitting within your allotted scheduled appointment:

| Change Type | Fee |
|--------------------------|--|
| Tighten chain | minimum of \$50.00 fee will be processed |
| Move Add-ons | minimum of \$20.00 fee will be processed |
| Change add-ons | minimum of \$20.00 fee will be processed + cost of add-ons |
| Change the chain | <ol style="list-style-type: none"> 1. This is equivalent to purchasing another permanent jewelry. You will be charged for the initial chain selection <u>PLUS</u> cost of the new chain. 2. You may keep removed chain or return to Issa Luma Jewelry; returned chain will not result in a refund of any amount. Performing the change will depend on available time left in 3. your appointment timeslot. <ul style="list-style-type: none"> • Should there not be available time left in your appointment, you will be put on a wait-list for an opening. Issa Luma Jewelry or its onsite Associates can not guarantee if and when a timeslot will occur. • Should an opening not occur on the day of your appointment, you will need to book a new appointment and follow Booking Terms and Conditions |
| Increase length of Chain | <ol style="list-style-type: none"> 1. This is equivalent to purchasing another permanent jewelry. You will be charged for the initial chain selection <u>PLUS</u> cost of the new chain. 2. You may keep removed chain or return to Issa Luma Jewelry; returned chain will not result in a refund of any amount. |

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|--|--|
| | <p>3. Performing the change will depend on available time left in your appointment timeslot.</p> <ul style="list-style-type: none">• Should there not be available time left in your appointment, you will be put on a wait-list for an opening. Issa Luma Jewelry or its onsite Associates can not guarantee if and when a timeslot will occur.• Should an opening not occur on the day of your appointment, you will need to book a new appointment and follow Booking Terms and Conditions |
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3. Full payment is required on the day of your appointment prior to executing service. We accept Cash, interact debit or major credit cards (Visa/MC).

Refunds / Exchanges / Warranty

Refunds / Exchanges (after payment of service/product)

All permanent jewelry are final sale, no refunds or exchanges

Warranty

Since Permanent Jewelry are “worn products”, normal wear and tear may be experience and the care of jewelry is beyond the control or awareness of Issa Luma Jewelry; our warranties considers this into careful consideration.

If covered below, all warranty / service requests must be booked online through WWW.ISSALUMAJEWELRY.COM via BOOK NOW and are held during scheduled Pop-up events.

1. Permanent Jewelry Weld:
 - a. Within 14 days of service: 1 complimentary repair or replacement.
 - An appointment is not mandatory but highly recommended.
 - You are required to report breakage within the warranty period.
 - You must produce original proof of payment to be shown to Issa Luma Jewelry Associate at the start of your booked appointment. If you are unable to produce proof of purchase, a \$35.00 (plus tax) re-weld fee will be applied.
 - b. Beyond 14days of service: \$15.00 (plus tax)
 - An appointment is not mandatory but highly recommended.
 - You must produce original proof of payment to be shown to Issa Luma Jewelry Associate at the start of your booked appointment. If you are unable to produce proof of purchase, a \$35.00 (plus tax) re-weld fee will be applied.
 - c. Original Service with another vendor: \$35.00 (plus tax)
2. Chain or add-ons breakage (does not include permanent jewelry weld)
 - a. Chain or add-on breakage is warranted for 3 days
 - An appointment is not mandatory but highly recommended.
 - You must contact Issa Luma Jewelry within 3 day warranty period to report breakage.
 - You will be required to produce a proof of purchase. Should you not have a copy of proof of purchase, the warranty will become null and void.
 - Issa Luma Jewelry Associate will inspect your jewelry in-person and conduct an assessment. You can determine then what you wish to do; reminder that your appointment deposit is non-

- refundable should you not want to proceed. If you do want the jewelry repaired, your deposit will be applied to your final fee.
- You must bring the jewelry with you at your booked appointment. If you do not bring the jewelry with you, the warranty will become null and void.

3. Chain Adjustments (anytime after weld)

- This generally includes refitting, shortening a chain and rewelding
- This does not include extending a chain as this would be considered a new permanent jewelry
- Fees starts at \$50.00 plus tax and will be determined at the time of your appointment

Extended Warranty

We are proud to offer, for purchase, extended warranty on your permanent jewelry. Ask us for options at the time of your appointment.

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