

# EAR PIERCING

In our effort to constantly offer the utmost in customer service, at Daniel's we are proud to offer ear piercing.

- All Daniel's associates are responsible for learning to ear pierce, and enthusiastically offering this service to interested customers.
- When ear piercing is sold, the selling associate or manager is entitled to a cash spiff on the piercing studs and on Daniel's Ear Care Solution. Spiffs vary depending upon the ear piercing stud sold. Please see Spiff chapter of this manual for proper spiff collection instructions.

## EAR PIERCING POLICY

1. When ear piercing is requested for a minor (under age 18), the minor must be accompanied by a parent or guardian who is willing to sign the Release Agreement (see next page). If the minor is a baby, Daniel's policy is that the baby must have had their first DPT (diphtheria, pertussis (whooping cough), and tetanus) vaccination, generally at around 2 months.
2. At Daniel's, ear piercing is for ears only. We do not pierce any body parts except ear lobes. Customers are never to be encouraged to pierce other body parts.
3. Ear piercing may be done on the ear lobe only, no more than four holes per ear lobe. Under no circumstances is cartilage area to be pierced.
4. After ear-piercing and after care instructions are complete, ask the customer if they feel ready to stand. If they stand and feel dizzy, help them sit again and wait 3-5 minutes before standing again.

# EAR PIERCING RELEASE AGREEMENT

An ear piercing Release Agreement must be completed and signed by the customer whose ear(s) is being pierced or, if the customer is under 18, signed by the person's parent or guardian BEFORE the actual piercing is done.

Post-ear-piercing ear-care instructions can be found on the back of this Agreement Release.

Please see accurately completed RELEASE AGREEMENT example below:

RELEASE AGREEMENT			
<p>I, on my own behalf and/or on behalf of my minor child, as material consideration and inducement for Daniel's Jewelers agreeing to pierce my ears or the ears of my minor child, hereby release and forever discharge Daniel's Jewelers, Sherwood Management Company, Inc., Sheldon's of Oceanside, Inc. the distributor and manufacturer of the ear piercing supplies and equipment, and their respective officers, directors, shareholders, employees and affiliated companies ("Releasees") of and from all manner of actions, causes and demands in law or equity on account of injury to person or property, whether caused by the negligence of Releasees or otherwise which I (or my minor child), or my heirs, executors or administrators have or might hereafter have, by reason of them complying with my request to pierce my ears or the ears of my minor child. <u>I assume all risks of having my or my child's ears pierced.</u></p> <p>Furthermore, I realize the importance of proper care in permitting the newly pierced ears to heal without infection and promise to follow faithfully the instruction outlined on the reverse side of this Release.</p> <p>My signature below acknowledges my acceptance and understanding of the terms stated above.</p>			
①	Ms. <input checked="" type="checkbox"/> Mrs. <input type="checkbox"/> Mr. <input type="checkbox"/>	LESLIE FOGEL	Date 1-23-98
(Please Print Name of Person Whose Ears are to be Pierced)			
②	Address 1143	PARK RIDGE DR.	City FONTANA State CA Zip 92337
③	Signature [Signature]		Date 1-23-98
If a minor, Legal Parent or Guardian's Authorizing Signature ④			
Sterilization Lot # ⑤ 510-00412			
For office use only ***** POS Receipt # ⑥ 15667			
<p>I hereby certify that I completed the following preparation before piercing the above customer's ears.</p> <ol style="list-style-type: none"><li>1. Put on vinyl disposable gloves.</li><li>2. Cleaned the end of the ear piercing gun that touches the earlobe with a Sani-Cloth.</li><li>3. Cleaned the customer's ear lobe with an alcohol prep swab or pad.</li><li>4. Use ear stud(s) from factory sealed package.</li></ol>			
⑦	Associate's Signature [Signature]		Employee Number 2799
Original: Main-Office Yellow: Customer Pink: Store			

Instructions for completing the Release Agreement Form are as follows:

- 1) Name of person whose ear(s) are to be pierced, and date.
- 2) Address information of the person whose ear(s) are to be pierced.
- 3) Signature of person whose ear(s) are to be pierced, and date.
- 4) If a minor, Legal Parent or Guardian signature.
- 5) SKU number of the ear piercing stud purchased.
- 6) POS receipt number.
- 7) Signature of the associate who's completing the ear piercing.
- 8) Release Agreement instructions - The original copy gets attached to the white handwritten sales slip (and is included in the Daily Work Bag), customer receives the yellow copy, and the pink copy is attached to the pink handwritten sales slip and stays in the store

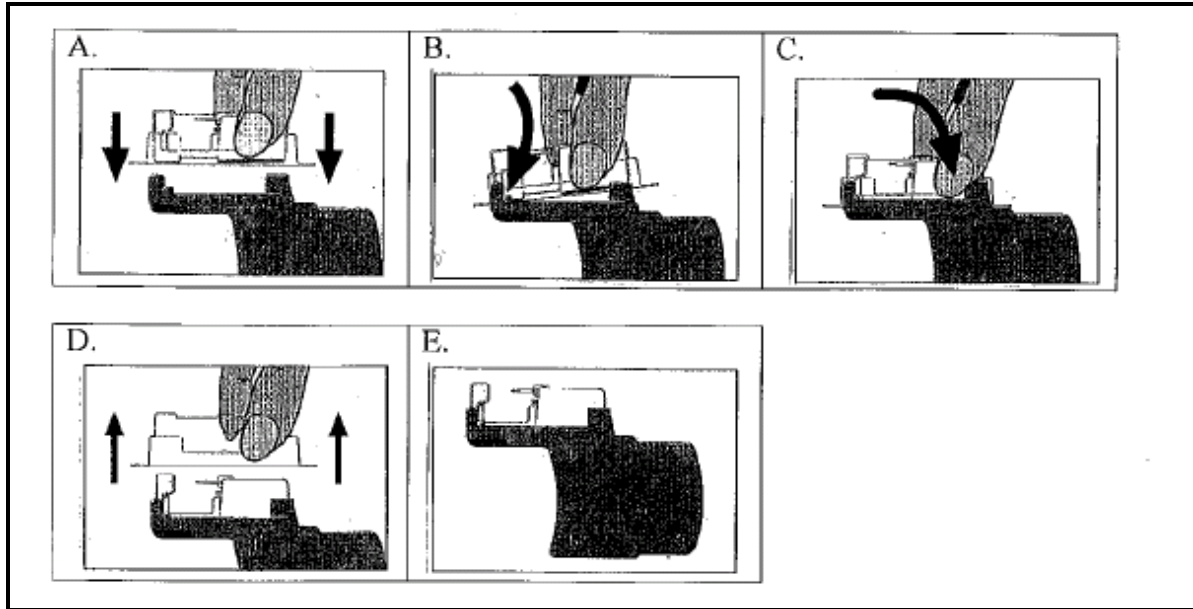
# EAR PIERCING PROCEDURES

The following steps are to be followed when performing customer ear-piercing:

1. *Have the customer select the style of piercing stud they would like from the store's sample board.*
2. *Have customer (or parent/guardian, if a minor) complete and sign the Release Agreement. Once customer sections are complete, the associate also signs the Release Agreements.*
3. *Write up sales slip accurately and completely. Then take customer's payment.*
4. *Run transaction through POS and put payment in the cash drawer.*
5. *Have customer sit in the designated ear-piercing area in the store.*
6. *Associate must wash hands and put on latex gloves before touching the customer's ear or the ear-piercing package.*
7. *Check customer's earlobes for cysts. Cysts are embedded skin tissue surrounding foreign debris. When you pinch the earlobe and feel a small, hard lump that can be moved, it is probably a cyst. If you see and feel a small lump that does not move, it is most likely scar tissue. Cysts are not visible and can be moved, whereas scar tissue is visible and does not move. You may pierce through scar tissue, but never through a cyst as it may rupture releasing debris into the surrounding tissue, which can cause an infection.*
8. *Assuming no irregularities are found and the associate is comfortable piercing the customer's ear, cleanse ear with Daniel's Ear Care Solution and a cotton ball, or use an alcohol prep pad.*
9. *Using the marking pen provided in the ear-piercing kit, mark the spot on the customer's ears where the piercing will take place. When working with young children (usually under 5), the parent or guardian should hold the child.*
10. *Have the customer, or parent/guardian, check and approve the marks.*
11. *Perform the piercing (see instructions on following pages). Again, parents should assist by holding young children.*
12. *After piercing is complete, wipe the front and back of the ear lobe with a cotton ball saturated with Daniel's Ear Care Solution.*
13. *Dispose of used cotton balls, swabs and latex gloves appropriately after piercing is completed along with any studs that were opened and not used.*
14. *Do not touch the cartridge at any time. Always use the blister as a holder when installing, removing or transporting the cartridge. In this way, sterility of the piercing studs and claps is maintained, and accidental contact with the customer's body fluids is avoided.*
15. *Instruct customer to follow after-piercing care instructions located on the back of their copy of the Release Agreement.*
16. *After care instructions are complete, ask the customer if they feel ready to stand. If they stand and feel dizzy, help them sit again and wait 3-5 minutes before standing again.*

# STUDEX EAR-PIERCING INSTRUMENT PREPARATION

Before doing ear piercing, an associate should have viewed the training video located in the store and demonstrated to the store manager that they understand the required procedures and can do them properly. Studex provides the 14kt. gold ear piercing system and piercing studs. The following are the directions for loading the ear piercing cartridge that are the same as presented in the training video located in the store. There also are directions printed on the inside of the 14kt. gold ear piercing system box.



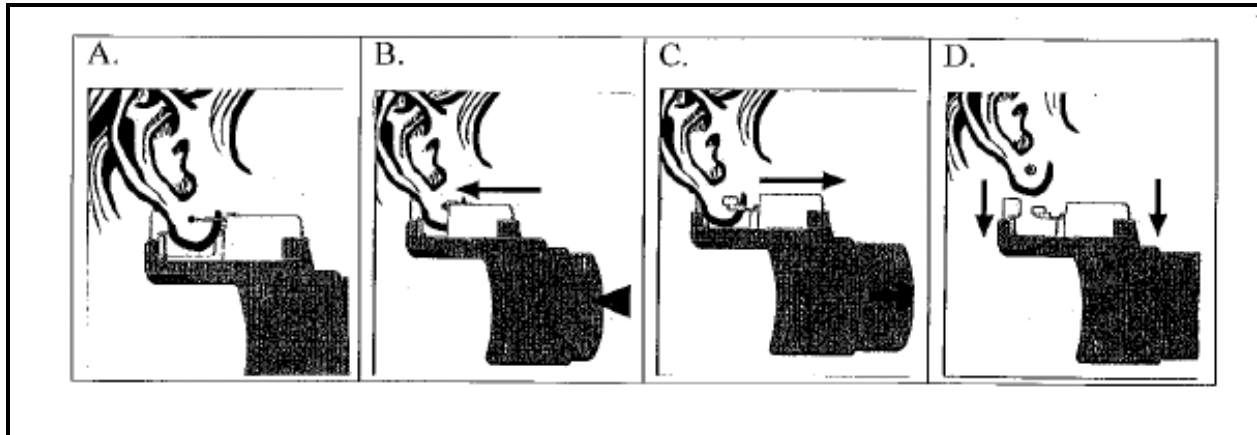
## Loading The Ear Piercing Cartridge Into The Piercing Instrument

1. *Make sure that the instrument is cleaned before and after each use.*
2. *Remove the twin blister from the package and separate it by tearing along the perforation between the two cartridges. There are Sterile Prep Pads packaged with the studs for cleaning the customer's ears.*
3. *Peel off the paper backing from one blister, exposing the piercing cartridge. **DO NOT REMOVE THE CARTRIDGE FROM THE BLISTER.***
4. *Holding the sides of the plastic blister firmly with the opening on the bottom, slide the clasp end of the cartridge down and forward into the channel in the instrument until it is seated fully forward (figures A & B above).*
5. *Rotate the back of the cartridge down into the channel until it is firmly seated as shown in Figure C above.*
6. *Lift off the plastic blister (Figure D above). Do not discard the plastic blister, as you will need it later.*
7. *You are ready to pierce (Figure E above).*

*For Studex 14kt. ear piercing instrument preparation, see directions indicated inside the 14kt. ear piercing system box*

# PERFORMING THE STUDEX EAR PIERCING

Before doing ear piercing, an associate should have viewed the training video located in the store and demonstrated to the store manager that they understand the required procedures and can do them properly. Studex provides the 14kt. gold ear piercing system and piercing studs. The following are the directions for piercing the ear that are the same as presented in the training video located in the store. There also are directions printed on the inside of the 14kt. gold ear piercing system box.

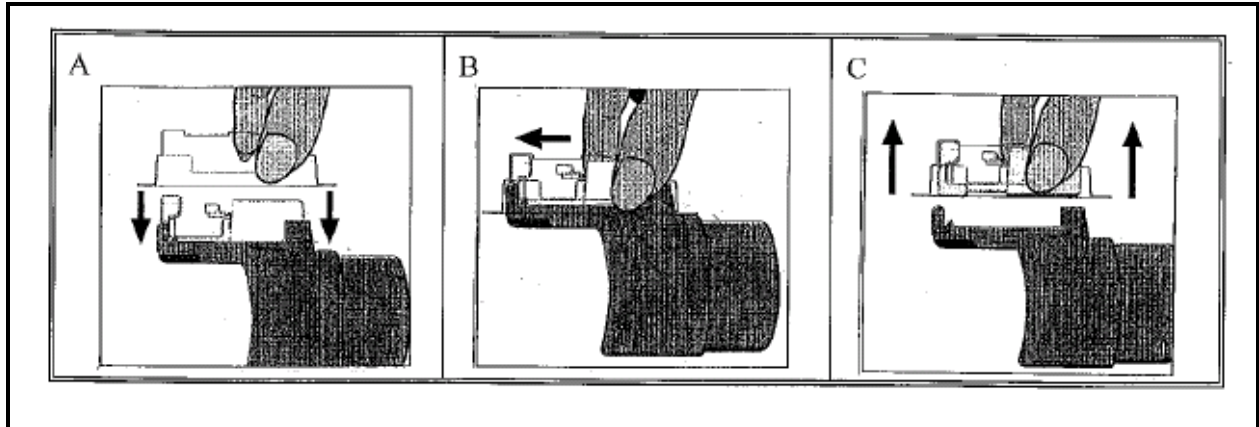


1. *Place the ear between the end of the stud and the clasp, carefully aligning the point of the stud with the mark on the ear as shown in Figure A above. While maintaining proper alignment, slowly squeeze the handle. This will slide the stud forward for more accurate positioning.*
2. *Keeping the proper alignment, squeeze the handle firmly to overcome the fixed resistance. In less than 1/10 of a second, the ear will be pierced and the clasp will be automatically installed on the stud with the proper spacing (Figure B above).*
3. *Release pressure on the handle (Figure C above) and carefully pull the handle straight down from the ear (Figure D above). This will release the stud from the clear plastic carrier and the clasp from the cartridge.*
4. *Remove the used cartridge from the handle (see removal instructions on the next page) and discard the cartridge and the blister. Repeat this procedure for additional ear piercings.*
5. *After piercing is complete, wipe the front and back of the ear lobe with a cotton ball saturated with Daniel's Ear Care Solution.*

*For Studex 14kt. ear piercing instrument preparation, see directions indicated inside the 14kt. ear piercing system box*

# STUDEX EAR PIERCING (Removing The Cartridge)

*After piercing, the used cartridge is removed from the instrument using the following steps.*



1. *After piercing, place the plastic blister (the one that the cartridge came in) down on top of the used cartridge as shown in Figure A above.*
2. *Firmly holding the sides of the blister as shown in Figure B above, slide the blister and cartridge slightly forward to release the cartridge from the channel.*
3. *Lift the entire cartridge assembly straight up and out of the channel (Figure C above)*
4. *Dispose of the used cartridge and blister in the appropriate manner.*
5. *Do not touch the cartridge at any time. Always use the blister as a holder when installing, removing or transporting the cartridge. In this way, sterility of the piercing studs and claps is maintained, and accidental contact with the customer's body fluids is avoided.*

# EAR PIERCING CERTIFICATE

*Pictured below is an Ear Piercing Certificate that can be offered to any ear piercing customer.*

