



Instructions for Handling Memo Call Loose Diamonds

1. Orders over \$20,000 SALE PRICE (regardless of the carat weight or number of diamonds), need to be approved by either the Regional / District Manager OR by Armond Bakshi/Connie Ton).
2. You must make sure that the following procedures are followed when the package is delivered at your store:
 - a. The diamond will be delivered in a FedEx box.
 - b. The package needs to be inspected for any signs that it has been tampered with before it is signed for. If any tampering is noticed, this must be reported immediately to Cary in Loss Prevention by calling him at (818) 383-6400.
 - c. If an associate receives the package, it should be put into the safe lockbox until you are in the store. If you receive the box when you are in the store, open it and verify the contents match the enclosed description of what is enclosed (compare the number and shape of each diamond to the paperwork). If anything is missing or if the description is wrong, immediately call (310) 665-2100 notify Judy at ext. 5213 or Armond ext. 5613.
 - d. As soon as you verify that the contents are accurate, place them into the safe lockbox in a plastic zip lock bag.
3. Contact your Regional or District manager to let them know you are getting ready to schedule an appointment with the customer so they can be there when you do this or give you authorization to show it without them.
4. No Layaways for loose diamonds

Store Instructions (Showing the Diamond):

1. Make sure there are at least two other associates in the store and that one of them is standing close to the nearest exit, keeping an eye on the customer.
2. Each diamond should only be picked-up and at all times held tight in the claw or tweezers. Do NOT remove or allow the customer to remove the diamond from the claw or tweezers until the sale transaction has been finalized on POS.
3. TEST the diamond with the Diamond Tester prior to and after showing the diamond.

Store Instructions (SALE):

1. Use SKU **198-50000** to ring it through the POS.
2. Fax a copy of the **POS Receipt to (310) 846-6311 & (310) 665-2191**
3. Once we receive the **POS Receipt**, we will request the original certificate for the diamond that was sold to be shipped to your store

Store Instructions (NO SALE):

1. Call M. Geller at (312) 984-1041 Carlos & notify him that the diamond was not sold and you need to ship it back; vendor will provide the return shipping label.
2. Use the FedEx Box & shipping Label that was provided by M. Geller. Place the diamond and the memo in a plastic zip lock bag then place it in the FedEx box, close properly.
3. Call FedEx (800) 463-3339 and schedule a pickup from your store.