



California Coast Designs 630 Lancaster Blvd. Lancaster, CA 93534
Phone 1-800-834-3488 Fax 1-866-573-8886

CALIFORNIA COAST DESIGNS COMPLIANCE FORM

Accounting

Any and all customers who wish to open an account with California Coast Designs must sign and complete the following paper work; Customer Compliance Form, Credit Application Form, Tax Exempt Form and Jewelry Images and Data Feed Form. Customers who wish to open an account with California Coast Designs may be required to present Four (4) acceptable trade references to open an account. Please allow sufficient time for account processing and credit check.

Accounts will be obligated to pay for purchases via credit card, certified check and/or money order. All Net 30-Day accounts open balances are due thirty days from the invoiced date. No Exceptions apply.

All accounts are mandatory to complete and sign the Credit Card Authorization form. Credit card charges and transactions will be made on Credit Card information provided. If clients do not wish to sign a Credit Card Authorization Form your account will be put on C.O.D. terms only. Changes to credit card charges cannot be made after transaction has been processed and completed. Accounts that wish to update the Credit Card information must re-submit their completed and signed Credit Card authorization form.

Any and all orders will be charged on accounts provided Credit Card information or shipped C.O.D. Cash (cashier's check/money order) until account credit application is approved.

In order to receive product promptly, accounts need to keep their account up to date. By no means will any product be shipped to an account that has exceeded their credit limit. No orders will be shipped based on "the check is in mail".

Automated statements will be sent at the end of each month to all with open account balances.

Any and all discrepancies with accounts must be resolved within 30 Days of statement date. Any and all accounts must be kept up to date regardless of discrepancies.

Any and all accounts, which become delinquent; payment terms, will be changed to C.O.D. Cash (cashier's check/money order) or credit card. All delinquent accounts are subject to account suspension. The undersigned agrees that if the account becomes delinquent. Account may be forced to be placed in the hands of an attorney. The buyer shall be responsible and liable for all expenses incurred by the Seller in collection including reasonable attorneys' fees in addition to delinquent charge which is lower 2% per month or the highest rate allowed by law.

Accounts that become delinquent for 90 days may and will be reported to JBT collection agency or any agency of our choice. Accounts will be responsible for all collection fees, if permitted and applicable by law.

Any and all Accounts, which are reported to any collection agency, will be changed to COD-CASH for all future orders.

Accounts will incur to fifty-dollar (\$50) fee for all bounced/returned checks.

To better service your account, we may request additional information from account holders periodically.

Ordering

A valid California Coast Designs account is needed to obtain a quote or price as well as place any and all orders. Please refer to our Accounting Policy for more information. Accounts are responsible for maintaining the confidentiality of account.

All items are made to order, there are no minimum order requirements.

All finished items are non-returnable and non-refundable. Finished items include items, which have been polished, set with stones (diamond or gemstones). Finished items also include: any item, which has been custom made, any product that has been set with customers' stones. As well as any items, which have been adjusted, altered, sized and polished.

Items ordered as an unfinished, unaltered raw casting will incur a 15% re-stocking fee and Incurred freight charges.

Any Credit Card and or C.O.D./C.O.D cashier check/money order account will incur a non-refundable deposit for any new model, any mold, and any CAD drawing.

All items should be inspected for content, quality, and damages promptly upon receiving item.

Any item returned due to manufacturing defect must be returned within 15 days of invoiced date. Defected items will be inspected, once item has been inspected and confirmed, item may be exchanged or refunded. Any and all C.O.D. customers will receive their refund by check by mail after their original check will clear. No credits will be applied against new orders/shipments.

Any item undeliverable, unclaimed or refused by any and all accounts due to refusal, account negligence/absence or incorrect account information will be subject to an \$8.00 refusal fee. If account wishes item to be reshipped they will incur a second shipping charge. If account DOES NOT wish item to re-shipped, they will be subject a 15%-30% re-stocking fee, plus additional charges to cover all labor(s) and loss(s) of materials used during scheduled production. After the 3rd attempt all packages will be returned to sender due to insurance commitment.

Please have the following Information ready when placing an order:

- Account number
- Company Name
- Item number(s) and Quantity
- Metal type
- Finger Size (if applicable)
- Item number(s) and Quantity

Ordering Options:

- Order Online 24/7 (www.californiacoastdesigns.com)
- By Fax/Fax Order Form (FAX) 1-866-573-8886
- By Phone/Customer Service 1-800-834-3488

All items, which are priced, or quoted, are approximate. All diamond total weights are approximate. All charges will be based on the final metal weight and diamond total weight. All prices and invoices are locked at the time of shipment. Please take into consideration when quoting your customers.

Finished items are priced with diamonds up to and including half a carat (.50ct). California Coast Designs does not supply center diamond, regardless of shape and size. Items, which use diamond sizes above .50ct, ARE NOT priced in catalog, or quoted in the finish item price.

Finished items are not priced with center setting heads regardless if head is die-struck and or casted.

Items ordered at different times on the same day will process and shipped separately.

Any item which is ordered and then changed is subject to an added charge and delay in scheduled production/delivery.

California Coast Designs is not responsible for any typographical errors. Prices are subject to change with out notice.

Cancellations

All items are made-to-order; items will begin to being processed immediately.

Shipped orders may not be cancelled.

Same day cancellation will not incur any charges. Any and all Items, which are cancelled after the first day or following, will incur a cancellation fee of twenty-dollars (\$20) on 14k/18k items and forty-dollars (\$40) on platinum, palladium.

Any and all items cancelled are subject to additional charges to cover all labor and loss of materials used during scheduled production.

Any item undeliverable, unclaimed or refused by any and all accounts due to refusal, account negligence/absence or incorrect account information will be subject to an \$8.00 refusal fee. If account wishes item to be reshipped they will incur a second shipping charge. If account DOES NOT wish item to re-shipped, they will be subject a 15%-30% re-stocking fee, plus additional charges to cover all labor(s) and loss(s) of materials used during scheduled production. After the 3rd attempt all packages will be returned to sender due to insurance commitment.

Custom CAD Design & Manufacturing

Once client has requested a design to be designed client will be charged for design and labor. Regardless of customer purchasing the design or not a minimum charge for labor and design will be charged to clients account. If customer changes mind or decides to purchase something else the client will still be charged for labor.

Custom design fees start at \$149 and up depending on complexity of design. Once pictures or sketches have been supplied by client a quote will be given for the CAD design and renderings. Once client has agreed to move forward with the design quote the design process typically starts within 24 hours. Once the design process has started client will be charged the original design quote, regardless of design being fully completed or renderings given.

All content provided by client for custom CAD design or manufacturing is the sole ownership of the client. Once a CAD design and/or renderings are provided to the client by California Coast Designs and no additional modifications are requested, California Coast Designs will save and maintain the files for future use by the client, i.e manufacturing. If client wishes California Coast Designs NOT to save and maintain such files, all requests for such will be granted per written notice.

Returns

- All Items should be inspected for content, quality, and damages promptly upon receiving Item.
- Any item returned due to manufacturing defect must be returned within 15 days of invoiced date. Defective items will be inspected, once item has been inspected and confirmed, item may be exchanged or returned. Any and all C.O.D. customers will

receive their refund by check by mail after their original check will clear. No credits will be applied against new orders/shipments.

- All finished items are non-returnable, and non-refundable. Finished items include items, which have been polished, set with stones (diamond or gemstones). Finished items also include; any item, which has been custom made, any product that has been set with customers' stones. As well as any items, which have been adjusted, altered, sized and polished.
- Items ordered as an unfinished, unaltered raw casting will incur a 15% re-stocking fee and incurred freight charges if returned.
- Basic, Fancy, and Handmade wedding bands which have NOT been special ordered, custom made, altered or adjusted, and set with diamonds or gemstones will incur a 30% restocking fee. If returned they are subject to additional charges to cover all labor and loss of materials used during scheduled production.
- Plain wedding bands, which are not special ordered, custom made, altered, set with diamonds or gemstones may be returned without a restocking fee.
- When returning an Item please contact our Customer Service Department within 15 days of the items invoiced date to request a RA (Return Authorization) number. By Phone/Customer Service 1-800-834-3488.
- Please note obtaining an RA (Return Authorization) number does not guarantee the acceptance or refund of returned item.
- Items must be shipped and received within 15 days of obtaining an RA (Return Authorization) number. Failure to do so will annul your RA (Return Authorization) number.

Please note RA (Return Authorization) number must be visible on packages shipped back for return. Packages without an RA (Return Authorization) number will be refused at your expense.

Shipped Returned Packages:
California Coast Designs
RA _____

630 Lancaster Blvd
Lancaster, CA 93534

For faster processing please include the original invoice, with RA (Return Authorization) number, and reason for return.

Shipping

Quoted orders do not include shipping charges.

All shipping and handling charges are the responsibility of the account.

Shipped items may not be cancelled.

For security purposes, all items will be shipped to address provided during account set up. Unless notified otherwise, in which case the alternate address must be faxed to us on accounts company letterhead.

All items shipped are price locked at the day of shipment. Fluctuation of metal market price will cause minor fluctuation in final price of items.

Any Item undeliverable, unclaimed or refused by any and all accounts due to refusal, account negligence/absence or incorrect account information will be subject to an \$8.00 refusal fee. If account wishes item to be reshipped they will incur a second shipping charge. If account DOES NOT wish item to re-shipped, they will be subject an 30% re-stocking fee, plus additional charges to cover all labor(s) and loss(s) of materials used during scheduled production. The following shipping options are as follows;

FedEx: Next Day, 2nd Day, Ground, Saturday.

UPS: Next Day (priority overnight),
2nd Day Air, Ground, Saturday.

Please take a moment to review the terms of our Customer Compliance Policy. Our Customer Compliance is the basis for all California Coast Designs company practices. It is necessary for California Coast Designs to inform and comply with these compliances so we may continue to service you.

Prices and polices are subject to change without notice. The undersigned agrees to all the terms of the Customer Compliance.

PRINTNAME: _____ PRINTTITLE: _____

NAME OF BUSINESS: _____ ACCOUNT#: _____

BUSINESS PHONE NUMBER: _____

WEBSITE URL: _____

BUSINESS ADDRESS: _____

EMAIL ADDRESS: _____

SIGNATURE: _____ DATE: _____