



## The Backcountry Jeweler - Custom Order Process

### What to include in your inquiry?

Please email all inquiries to [backcountryjeweler@gmail.com](mailto:backcountryjeweler@gmail.com)

- Name & location
- Phone Number
- Type of piece you are inquiring about: ie. ring, bracelet, necklace earrings etc.
- Metal – Sterling Silver or Gold (please include karat)
- Type of stones you are interested in for the piece or your own stones.  
If you are wishing to use your own organic material such as elk ivory they should be shipped with photocopies of the hunting licence and tag associated with any animal parts that require such documentation for harvesting.
- Any type of inspiration photos to help describe your piece – If you are curious about what I have created either through custom work or my other designs, please refer to my “Galleries” sections on my website: [www.backcountryjeweler.com](http://www.backcountryjeweler.com) and/or *Instagram*: [www.instagram.com/backcountry.jeweler](http://www.instagram.com/backcountry.jeweler)

### How many custom orders do I take?

Custom spots are very limited, I do not have a set amount each month because it depends on what life throws at me for how busy I am.

### What to expect for timelines:

Please allow 6-8 weeks (at minimum) for fabrication after a design has been agreed upon. This time allows for appropriate metals/stones to be ordered and shipped/received and for the finished pieces to be mailed to the client.

Shipping is through Canada Post, these times I personally cannot guarantee especially through holidays and weather events.

### Design Package:

1. After receiving an initial inquiry (email) from the client, a follow up phone call will be scheduled to get a better sense of the piece and details.



2. The client will receive an emailed design package (PDF format) with 3-4 variations of the design to consider, these will have a quoted price breakdown. Designs will most likely be hand-drawn and may include pictures for reference.

Please note that quoted gold prices do not hold for more than a few days so it is important to confirm designs and payments so that metals can be ordered asap. Please check email (and junk boxes) regularly.

3. One additional design will be provided should none of the initially presented designs fit what the client is seeking.
4. If additional designs are requested (after #3 above) they will be at an additional cost of \$30 each.
5. After a design is agreed upon, a non-refundable deposit is due (please see Cost & Payments below).
6. I reserve the right to not re-produce any other artists work. If you have inspiration pictures that helps you describe how something wears, size etc. please include them.

#### **Fabrication Process:**

Workflow is important but so is communication! I will reach out before the piece is finished ie. before stones are set with pictures and a video (a phone will be used for the video). This allows for communication about the piece from the client.

After the piece is finished, pictures and a video will be sent along with the final invoice.

#### **Costs & Payments:**

All currency is in Canadian dollars (CAD) – exchange rates will depend on method of payment (i.e. banks can have their own set rates).

- Deposit: Once a design is agreed upon, an invoice for 50% of the piece will be sent via email and must be paid within 24hrs. All deposits are non-refundable.
- Shipping:
  - If the client has stones etc. wishing to be used in the design, shipping of those items will be at the client's cost. Cost of shipping of the final piece will be included in the final payment cost.
  - Shipping Organic Materials such as Elk Ivories should have photocopies of the hunting licence and tag associated with any animal parts that require such documentation for harvesting.
  - Shipping of the final piece will be insured for the amount of the piece and will require signature.



- Final Payment: an invoice will be sent via email and must be paid within 24hrs. All payments must be received before the final piece is shipped.

**Important please read:**

Custom orders are not one-of-a-kind pieces, I reserve the right to re-produce my art and designs. That being said, all my pieces are handmade so there will never be two exactly alike.

**Returns & Refunds**

I do not accept any returns or refunds for custom orders.

Thank you for taking the time to read this Custom Process, if you have any questions please reach out!

I very much look forward to working with you in the future.

Cheers,

Michelle Varkonja



Northern Vancouver Island, BC, Canada

[backcountryjeweler@gmail.com](mailto:backcountryjeweler@gmail.com)