

# JewelSmiths

## Jewelry Repair Guide

### Repair Tip 1.

Jewelry repair can be minimized by periodic inspection and evaluations. Simple inspections can be done by yourself while more professional evaluations need to be determined by a jeweler. Inspect your jewelry every two to three months or more if you are very active and like to wear your jewelry constantly.

### Repair Tip 2.

Always check to see if your jewelry is becoming worn or dull. Invest in a magnifying glass or jeweler's loop so that you can identify problem areas. Check for flat or worn-out spots where constant rubbing can happen. Inspect for thinning or cracking that can lead to bigger problems later.

### Repair Tip 3.

The number one cause of lost gemstones is worn or broken prongs or tips. Check for rattling or movement among gemstones. Inspect in all areas around stones to see if settings are tight and secure. Use a pair of tweezers or a toothpick and gently nudge stones to see if any wiggle or move. In some cases, impacted dirt under gemstone settings can actually keep stones intact under pressure until they are cleaned, then they can become very loose and fall out if not inspected.

### Repair Tip 4.

If you have older automatic or manual winding wristwatches you should wind them periodically to prevent them from attracting dust and gumming up the oils that keep the watches running smoothly. Even if you don't wear them, it's best to keep up a winding regimen at least once every week. If you have some extra cash you could invest in a watch winder, a winder gently winds your automatic and manual wind watches so you don't have to.

### Repair Tip 5.

Always ask for referrals when deciding on a jeweler. Ask many friends, relatives or associates for local referrals - the one most brought up should be the best out of the group. Call for an appointment to discuss your jewelry, then be prepared to ask concerning questions. If they don't know, don't leave your jewelry. When asked about servicing procedures, jewelers should be able to answer questions.

### Repair Tip 6.

Some jewelers that work on jewelry work on it in the store. Many jewelers also send out their repairs to other "trade shops" for repairing. This is a common practice among large jewelry firms, but any jeweler worth his/her salt should be doing their work onsite. This prevents breakdown in communication, delays in work and not having control over the work that is done. The only way to feel absolutely comfortable is to take your items to an "onsite" jeweler.

### Repair Tip 7.

Make sure when repair prices are quoted that they are coming from a price book rather than someone's head. When a retail establishment takes the time to put his/her prices down on paper they have thoroughly researched their investment of time and materials to complete the job correctly. When a jeweler randomly gives you a price from his head by saying \$50.00?, how much are you going to trust them. Price should not always be the determining factor in selecting a jeweler. The old saying "you get what you pay for" is very true because material and labor come in different price points. A jeweler using inexpensive materials usually does an inexpensive repair.

### Repair Tip 8.

It's important to look closely to how the jeweler does his/her repair take in procedures. Make sure that the envelope they are using is has adequate room for descriptions and drawings. Each piece should have drawings, descriptions and instructions. How the jeweler understands and interprets your instructions is where the rubber meets the road, the success or failure of the repair lies in the understanding and documentation of your instructions.

It's helpful if the jeweler can show you pictures of what or how the item will be repaired. If your item needs a part, then a picture will best describe how it will look once attached to your piece. It was said best that a picture is worth a thousand words.

### Repair Tip 10.

If your item is important to watch while you wait, see if you can set up an appointment to have it done. Some jewelers will accommodate you if you are willing to set up a day and time to work on the item while you wait for it. If an appointment is not possible try a solution that works for us - if possible have the jeweler remove the gemstones and reset them after the repair is completed, in most cases the issue with leaving an item is the value of one major area, the gemstones.



### Repair Tip 11.

Sometimes a repair can be different from what you want done and what can be done. A good jeweler will either tell you up front that there might be some conditions that you will have to live with if it is repaired. Repairing costume or silver jewelry will have some inherent problems and they must be addressed if you want it repaired. Just out to market is a new laser technology that allows any and all jewelry to be repaired without compromising the metal. At \$35000.00 - \$40000.00 per machine, it might be awhile before lasers make their way into the jewelry industry.

### Repair Tip 12.

In many cases the jeweler that takes in the item/items for repair is not necessarily the person that will be commissioned to do the repair. Many jewelry stores hire individuals that can sell jewelry, not repair it. If you feel uncomfortable with the take in procedures, ask for the goldsmith to step in and answer a "technical question", such as "what is the melt point of solder you will use to repair my item". This question can only be answered by the goldsmith, once you have his/her attention then continue your questions about other jewelry concerns.

### Repair Tip 13.

When you are picking up your item make sure that it is the RIGHT ITEM. Many jewelers are repairing like items at the same time to speed the process. Make sure that your piece of jewelry is the same item in weight measurement and description.

### Repair Tip 14.

When you pick up your repair, there are some areas that you should look over before accepting the item. First, make sure it is the right item( see repair tip #12). Second, make sure that the repair was done or done where indicated. Third, make sure that the item is presented to you completely polished and cleaned, not just around the area of repair.

