## CONTRACT CASTING FORM

*Make copies of this form* (front and back). Complete both sides and send to: 10700 Trade Road • N. Chesterfield, VA 23236 • Attn: Contract Casting

Date: ________________ Time: ________________ Acct Rep: ____________________________ Page __________ of __________

**Bill To:**

_________________________________________________________________
_________________________________________________________________
_________________________________________________________________

**Ship To:**

_________________________________________________________________
_________________________________________________________________
_________________________________________________________________

**Ordered by:**

____________________________________________________

**Phone:** ________________ **FAX:** _____________________

**New Address** ☐ **New Account** ☐ **JBT Rating** ______  **Type of Business** ______________________________

☐ I have read and accepted Hoover & Strong Contract Casting Terms & Agreement (on back of this form)

### Shipping Method

<table>
<thead>
<tr>
<th>Federal Express</th>
<th>U.S. Postal Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ 2-Day (Economy)</td>
<td>☐ Priority Mail</td>
</tr>
<tr>
<td>☐ Next Day/AM (Priority)</td>
<td>☐ Registered Mail</td>
</tr>
<tr>
<td>☐ Next Day/PM (Standard)</td>
<td>☐ Express Mail</td>
</tr>
<tr>
<td>☐ Other ________</td>
<td>☐ Ship Order Complete</td>
</tr>
<tr>
<td>☐ OK to Part-ship if necessary</td>
<td></td>
</tr>
</tbody>
</table>

### Payment Method

<table>
<thead>
<tr>
<th>Net 30</th>
<th>COD</th>
<th>Prepay or Refining Credit (1%)</th>
<th>MasterCard</th>
<th>Visa</th>
<th>American Express</th>
<th>Discover</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
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</tbody>
</table>

**Credit Card #:** ____________________________  **Special Instructions:** ____________________________

**Name on Card:** ____________________________  **Expiration Date:** ____________________________

### Description

<table>
<thead>
<tr>
<th>Qty</th>
<th>Karat Color/Mold</th>
<th>*Type of mold if applicable</th>
<th>Level of Finishing</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Name of part and/or mold name or number</td>
</tr>
</tbody>
</table>
In addition to the agreement below, if you opt not to have a mold manufactured or do not state at time of order that you need a mold manufactured & for any reason your casting fails in the casting process, Hoover & Strong is not responsible for reproduction of new waxes or reimbursement for new waxes to be manufactured.

We cannot start production on your casting order until we receive this agreement back. Please review the agreement, sign & date it and send back to Hoover & Strong. You may also fax it to 1-800-616-9997. Please note this agreement holds true for all contract casting orders placed with Hoover & Strong. Please keep a copy of this agreement for your records.

We can select the mold material that best suits your piece. Generally, there is 1% to 6% shrinkage from master to finished piece. Shrinkage has been calculated from in-house tests and manufacturer specifications and may be different depending on model geometry. (Example: Marquise dimensions change differently than squares and outside dimension change differently than inside dimensions.)

It is your responsibility to plan for the dimensional change in your parts based on your needs. Consider your model’s finish, mold material, finishing process and final part requirements. Please call or e-mail with any dimensional change (shrinkage), concerns or for further explanation.

If you want us to work from your mold or metal model, it may be necessary for us to make modifications to them to assure quality. We may need to replace, modify, move, or completely alter the feed sprue system of your metal model to get the best casting result. Minor mold alterations are typically done at no charge. Major alterations to molds or sprue changes on models are done for a fee. Sprue changes on models will also require making a new mold, for a minimal fee.

A great deal of time, energy, and testing is spent by our product development department to engineer absolute casting quality into each cast product. Most designers, custom carvers, and retail jewelers don’t have the luxury to test their one of a kind or limited production designs in this manner. We often receive esthetically beautiful waxes and computer generated models that do not follow the natural laws of metallurgical physics. These technical design issues sometimes cause porosity, non-fills, and other casting defects, and we may determine that we cannot successfully cast your project. We will contact you in advance regarding any changes, or if we feel that we cannot successfully cast your project we will return your project to you at our cost.

We do our best, based on our experience, to compensate for these issues with sprues, risers, flask and metal temperatures but without testing, it’s a best “guess”. Hoover & Strong cannot be responsible for these types of defects. If there is a mold available we sometimes recast your parts at no charge to you. These additional casting trials will be at our discretion, and you will be contacted if there are charges to be incurred. If you choose not to have modifications to your molds or models, we cannot guarantee that there will be no seams or perfect fills. Additional wax injection charges may be applied based on the wax shot to acceptable wax ratio and the amount of time required to clean the waxes from your mold. We reserve the right to reject a mold if we feel that the labor required to produce the order exceeds our costs.

If you have spent a lot of time or money making a hand carved wax or rapid prototype, it is always in your best interest to make an RTV mold of your valuable design. The small $30 investment in a mold is far cheaper than re-carving or rebuilding your design again in the unlikely event of a less than satisfactory casting.

I agree to the terms as outlined above.

Name ____________________________________________

Date _____________________________________________
STONE SUBMISSION FORM

Date ____________________________

Company Name ________________________________________________

Contact __________________________

Address ________________________________________________________

City ____________________________ State _____ Zip _______________

Phone __________________________ Fax __________________________

Email __________________________________________________________

STOLE POLICY:

When sending your own stones, please follow the guidelines below:

• Send calibrated and usable stones with a tolerance of .10 mm
difference between the stones. EXAMPLE: 2.1 mm - 2.2 mm stones are acceptable for machine setting. 2.1 mm - 2.3 mm stones are outside the tolerance and cannot be machine set. Stones out of tolerance will be replaced or handset (whichever is less expensive) which will incur additional charges. Replacement stones will be charged based on current melee prices that are subject to change. Unused stones will be returned.

• Please make sure the stones are NOT chipped or broken. Chipped or broken stones will not be set. They will be replaced with comparable quality stones and additional charges will be incurred. Replacement stones will be charged based on current melee prices that are subject to change. Unused stones will be returned.

• When sending fancy shapes, please make sure the stones are separated into parcels according to the quantity required for each individual band, i.e. - when sending 33 stones to be set in three 11 stone bands, please separate into three parcels which include 11 stones each. Stones that will not be separated require repeated calibration and will incur additional charges.

• Do not send laser grooved stones.

BREAKAGE AND LOSS POLICY:

Diamonds

1. Stones smaller than 3.80mm (“Melee Diamonds”)

A. Hoover & Strong cannot and will not be held liable for any damage or losses caused during the setting of melee diamonds with clarity of I1 or higher, within the following ranges (quantity to include all stones in the order): 1-50 stones – losses or breakage up to 10% 51-100 stones – losses or breakage up to 5% 101+ stones – losses or breakage up to 3%.

B. Regardless of quantities, Hoover & Strong cannot or will not be held liable for any damage or losses caused to melee diamonds when one or more of the following conditions apply.

1. The stones clarity is I2 or lower.
2. The stones are color treated.
3. The stones are being removed from jewelry per the customer’s request.

2. Stones larger than 3.80mm (“Center Diamonds”)

A. Hoover & Strong cannot and will not be held liable for any damage caused during setting to center diamonds when one or more of the following conditions apply -

1. The stone has an indented natural, chip, knot, cavity or open inclusion that reaches the girdle
2. The stone is fracture filled or color treated
3. The stone’s clarity is I2 or lower
4. For all orders including the setting of 100 or more center stones, the breakage rate allowed will be 2% (Hoover & Strong are responsible only for breakage in excess of 2%)

B. Hoover & Strong cannot and will not be held liable for any damage caused to center diamonds during removal from jewelry per the customer’s request.

Gemstones

Hoover & Strong cannot and will not be held liable for any damage or losses caused during setting or removal of any gemstones when the customer requests that these stones be set or removed. As breakage is such a common issue, Hoover & Strong recommends that additional stones be provided in order to prevent production delays. Any and all unused customer's stones will be returned to the client.

I HEREBY AGREE TO THE ABOVE TERMS AND CONDITIONS

Value for Insurance Purposes: ________________________________

Signature __________________________________________________

Printed Name ________________________________________________

Title ________________________________________________________