



PHENIX

Jewellery Care Plan

Ensuring a lifetime of brilliance and beauty



www.phenixjewellery.com



THE PHENIX JEWELLERY CARE PLAN

The Phenix Jewellery Care Plan offers you peace of mind for your most treasured items.

We understand you want to make sure your jewellery items are professionally inspected and cared for, ensuring their beauty is maintained and they withstand the test of time.

WHAT THE PHENIX JEWELLERY CARE PLAN COVERS

- Comprehensive jewellery inspection & cleaning.
- Future ring sizing (not at the time of purchase).
- Re-tipping of prongs.
- Rhodium plating.
- Tightening of gem settings.
- Chain & bracelet repairs or soldering.
- Earring & pendant fittings repair.
- Clasp inspection or replacement.
- Professional clean & polish.

WHAT IS NOT COVERED UNDER THE PLAN

- Loss of gem stones.
- Damage caused by customer as a result of an event or incident.
- Unauthorised alterations or modifications.
- Accidental or deliberate damage caused by misuse or abuse.
- General wear & tear or cosmetic damage.
- Natural flaws in gemstones.
- Where the “Care Plan” service or parts cost more than the purchase price of the item.

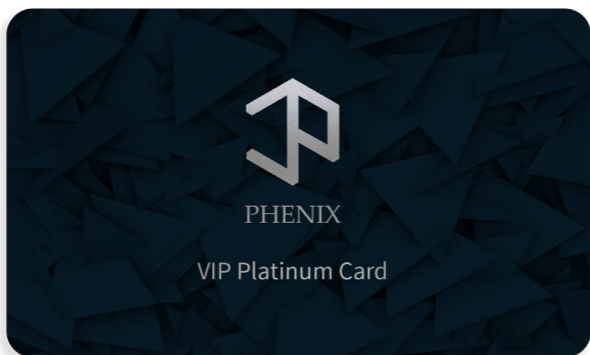
SERVICES

- Ring resizing (up to 2 sizes, a maximum of once every anniversary).
- Re-tipping of prongs.
- Stone tightening.
- Refinishing, polishing, cleaning and inspection.
- Earring and pendant fitting repair.
- Chain and bracelet soldering.
- Rhodium plating white gold.
- Clasp replacement (once every anniversary).
- Replacement of gemstones damaged or lost through manufacturing defect.



RING RESIZE TECHNICAL LIMITS

Claw set shoulder diamonds	Resize up 2 sizes Resize down 2 sizes
Pave Set Diamonds	Resize up 2 sizes Resize down 1 size
Channel Set Diamonds	Resize up 2 sizes Resize down 1 size
Mystery / Invisible Set	Not available



PLATINUM CARD PROGRAM

Congratulations on being a client of Phenix Jewellery. You are now eligible to be a Platinum Card Member where you will be treated as a Phenix Jewellery VIP Customer.

Platinum Card membership is available to you at no charge.

Benefits include:

- Access to exclusive offers
- Fantastic loyalty rewards
- Member-only shopping preview events
- Access to VIP sale events
- An electronic record of all of your purchases in store
- All Jewellery Care Members are automatically Platinum Card Members regardless of the level of cover you have chosen.



For more information visit : www.phenixjewellery.com/platinumcard

HOW MUCH DOES THE JEWELLERY CARE PLAN COST?

The following pricing table lists the 3 Year and 10 Year Care Plan fees. There is a fee for each range of retail price.

The retail price of the item is equivalent to its original ticketed price.

RETAIL VALUE	3 YEAR PLAN	10 YEAR PLAN
\$50 - \$100	\$15.00	\$28.00
\$101 - \$200	\$30.00	\$47.00
\$201 - \$400	\$45.00	\$80.00
\$401 - \$600	\$55.00	\$100.00
\$601 - \$800	\$75.00	\$130.00
\$801 - \$1,000	\$85.00	\$140.00
\$1,001 - \$1,250	\$90.00	\$150.00
\$1,251 - \$1,500	\$100.00	\$180.00
\$1,501 - \$2,000	\$121.00	\$201.00
\$2,001 - \$2,500	\$131.00	\$231.00
\$2,501 - \$3,000	\$141.00	\$241.00
\$3,001 - \$4,000	\$171.00	\$301.00
\$4,001 - \$5,000	\$201.00	\$361.00
\$5,001 - \$6,000	\$231.00	\$431.00
\$6,001 - \$8,000	\$281.00	\$501.00
\$8,001 - \$10,000	\$331.00	\$601.00
\$10,001 - \$15,000	\$451.00	\$901.00
\$15,001 - \$20,000	\$661.00	\$1,001.00



TERMS & CONDITIONS* (SUMMARY)

(1) Phenix Jewellery Pty Ltd ABN: 12 101 609 885 contacts you on each anniversary of this Agreement for the duration of the Service Period. Phenix Jewellery shall perform the remedial maintenance described in the Service Package (“Anniversary Service”).

(2) The customer must arrange an Anniversary Service by appointment made by phone, email or correspondence with the Service provider. Failing to provide the Jewellery for the anniversary inspection each year of the agreement will result in termination of the agreement by the Service Provider.

(3) In purchasing the Phenix Jewellery Care Program, you acknowledge that you agree with the Terms and Conditions and that you have had the opportunity to read the contents of that section;

(4) Provided no service has been conducted, this Agreement may be cancelled within 7 days of purchase;

(5) All requests for an Anniversary service under the Phenix Jewellery Care Plan can be lodged at any of the Phenix Jewellery Store Locations. The Phenix Jewellery Care Plan Agreement and purchase receipt must be provided on each occasion together with the item to be serviced;

(6) Our liability under the plan is limited to the extent that the total service shall include labour, and the supply and fitting of replacement parts provided that the cost in parts and labour does not exceed the original purchase price.;

(7) Our product comes with guarantees that cannot be excluded under Australian Consumer Law.

*Please ensure you read and understand your Jewellery Care Plan agreement. For the full Terms & Conditions please visit: www.phenixjewellery.com/JewelleryCarePlan

