



Jewel-Craft, Inc.  
859-282-2400 | 859-282-2424  
4122 Olympic Blvd. Erlanger, KY 41011  
info@jewel-craft.com | www.jewel-craft.com

## What to know when taking in a repair:

1. Always examine the entire piece of jewelry, under at least 10x the magnification, in front of the customer. You are the expert.
2. Identify ALL problems and show the customer.
3. Eliminate the possibility of calling your customer later to inform of additional/unexpected work.
4. Let your staff show off their knowledge and create a customer for life.
5. Use this opportunity to turn a simple repair into a sale.

**Must examine jewelry with 10X power magnification.**