

# Frequently Asked Questions

5/1/2017

## **What if I am a new customer?**

Jules Borel & Co. offers immediate, open account convenience to jewelers and watchmakers rated 1 or 2 by the Jewelers Board of Trade. For non-rated customers, select one of the other methods of payment below or complete the credit application form located on our home page under "Customer Service". Please allow up to one week for us to process your credit request.

## **Why should I request a Web login for the Jules Borel & Co. ecommerce site?**

Request a web login if you do not have access. Customers who already have an account with Jules Borel & Co. **must login** to see account details, order history and other features. Logging in grants access to the price-protected categories if you are qualified, and allows you to add items to your cart which are saved until you check out.

## **How can I see the entire site?**

Jules Borel & Co. serves qualified watchmakers, jewelers and students. To protect the confidentiality of pricing, you must be a qualified Jules Borel & Co. customer and be enrolled by us to access certain categories on this website. Qualified customers with accounts should logon through the home page to enter the site. Logging in will allow access to product categories you are qualified to see, plus show order history, invoices and more.

## **How do I qualify to become a full-access customer?**

If you wish to become a qualified full-access customer, you must email your Tax ID and/or business license to mail@julesborel.com . Please allow 48 hours for processing.

## **What if I want to order a product I can't find on the website?**

Fax to 800-776-6862 or call in your order to 800-776-6858 for those products.

Please allow extra time for processing these requests. We will do our best to combine them with your other orders, but cannot guarantee your orders will be combined.

## **What are the methods of payment?**

1. Jules Borel & Co. Open Credit Account, terms of 30-days net. For Credit Application [click here](#).
2. Mastercard, Visa, American Express or Discover
3. COD

## **Do you have a guarantee?**

We guarantee all items to be free from defects in material and workmanship. If you are not satisfied with an item return it to us in original condition and original packaging within 30 days. Various manufacturers' warranties may apply.

## **What if I need to return something?**

Please send a copy of your invoice, details of the issue along with original packaging. We reserve the right to charge a restocking fee. Special orders and hazardous materials are not returnable.

## **What should I do when returning an item?**

1. Provide the reason for the return.
2. Include a copy of the invoice or the invoice number.
3. Place the item in its original packaging, and pack into a sturdy outer carton.
4. Ship the item back, insuring for its value in case of shipping damage or loss.

## **What if a shipment has outer or concealed damage?**

If merchandise arrives in a damaged box, sign the receipt and write on the receipt "received in damaged condition". If the outer carton is intact but the merchandise is damaged, do not remove it from its box. In either case, call the carrier and request an inspection on your premises. They will deny any liability for damaged merchandise unless the above procedures are followed.

## **What is your back order procedure?**

In the event an item is temporarily out of stock, the item will be placed on back order and shipped as soon as possible. Please advise if you prefer no back orders. For convenience and savings for those who order regularly, we make every attempt to combine the back ordered item with new orders.

## **What are my choices for shipping?**

We will select the best method unless you specify one of these.

Padded Envelope	<13oz. Value up to \$100	\$3.95
First-Class Mail	>13.1 oz. Any size box up to \$100	\$7.95
Priority Mail	< 4 lbs, Any size box up to \$100	\$9.95
UPS Ground	1-30 lbs. Commercial & residential	\$13.95

UPS 2 Day	1-3 lbs. Commercial & residential	\$17.95
UPS Next Day am	1-3 lbs. Commercial & residential	\$29.95
UPS Next Day pm	1-3 lbs. Commercial & residential	\$24.95

---

Continental USA prices are shown. For delivery outside the 48 states, you will be contacted by email with options after checkout.

### **What should I know about pricing?**

Fluctuations in raw material costs, manufacturing costs or foreign currency rates may require price adjustments without notice. Current price will only appear in the online ordering system. Catalogs and flyers may not reflect current prices.

Products received may differ slightly because of changes from the time of printing, or may have been discontinued without notice. We reserve the right to substitute out-of-stock items with same or better quality items. Please advise if substitutions are not acceptable.

### **How do I place an order?**

For your ease and convenience, we highly recommend the use of our website as your primary source to place an order. You may also order by phone at 800-776-6858 weekdays 8:00 a.m. - 5:00 p.m. Central Time, or fax orders to 800-776-6862.