

POLICY, FAQ, AND WAIVER

Q: What is forever jewelry?

Forever jewelry is a custom bracelet or anklet sized just for you and welded together. These are also known as permanent jewelry because they are clasplless. You won't take it on and off but it can be removed with scissors if need be.

Q: What are the material options?

Hearten Co. offers 14k gold, gold-filled and sterling silver options. Our charms are 14k gold, 14k white gold, and gold-filled.

Q: How do we book an event with Hearten Co.?

You can simply email (hello@heartenco.com) us with the details below to inquire.

Name (Host):

Company (if applicable):

Date:

Time:

Celebration/Occasion:

of Jewelry:

Q: Is there a deposit?

Yes, we request a \$150 retainer fee (non-refundable) to book the date.

Q: Is there a minimum?

Yes, we require a minimum of 6 bracelets to be purchased per private event.

Q: How long does the service take?

This depends on the number of jewelry and charms/connectors. It takes about 15 min per person on average.

Q: Can I get my bracelet/anklet removed?

You can use nail clippers, wire cutters, or pliers to cut your jewelry.

Q: What should I do when my jewelry breaks?

Notify us as soon as the breakage happens and how it happened along with a photo. We offer complimentary repairs that are needed by the closure within the first 30 days. A small fee of \$15 is required for gold-filled & sterling silver repairs or misuse if it's fixable. If the bracelet/anklet has broken in too many places or has become stretched because of improper use, unfortunately, we won't be able to fix the jewelry. Bracelets put on by other establishments require a \$30 fee for repair plus the material fee. For solid gold bracelets/anklets, a fee will need to be estimated accordingly.

If you are traveling from outside of SF/Bay Area, I will do my best to find a local welder near you to compensate for the weld if the request has been made in the first 30 days. If it's made after 30 days, I am happy to connect you to your local welder, but the customer will be responsible for the welding fee according to the local welder's pricing.

Q: How old do you have to be to get forever jewelry?

We accept clients from the age of 14 and up. We ask that people aged 14-18 come with a legal guardian.

Q: Will forever jewelry affect when going through airport security?

You won't need to remove the chains we use when going through the TSA .

Q: Will you be able to fix a forever jewelry from another designer?

Yes, we would be happy to repair jewelry from another designer. Please contact us with details, photos and the original price and we will evaluate how we can repair it. There will be a repair cost accordingly.

Q: Can I add charm to a bracelet I got from another place?

Yes, please send photos and materials of the jewelry you currently have so we can make sure that the pieces will be cohesive.

*Please reach out if you have any further questions!

POLICY

- There is a minimum purchase of 6 pieces of bracelets/anklets (any metal) for all events to be booked.
- We request a \$150 retainer fee (non-refundable) to book the date that you desire.
- Rescheduling is available as long as we are notified through email 7 days prior to the event date. Your retainer fee will transfer towards your new event date.
- Hearten Co. will arrive 30 min prior to the event start time to set-up.
- Any events that are outside of the 25 miles radius of San Francisco, will have an additional cost of \$50 to cover travel fees.
- We will bring everything we need. However, if there's access to a table and/or power that the host would like us to use, we can set-up accordingly.
- All waivers (each client) must be signed prior to the event. Refusal to sign a waiver will result in your event being canceled.
- We do not provide permanent jewelry to anyone under the age of 14. People under 18 must come to the event with a legal guardian along with the signed waiver form.
- Hearten Co. employees have the right to refuse services at any point. Refunds are not guaranteed. Circumstances may include but are not limited to; failure to act appropriately, inappropriate attire or language, creating an unsafe environment for the service to be performed.

PRICE SHEET

14k Gold Chains (Bracelets) - \$128-\$350

Gold-filled Chains (Bracelets) - \$55-\$85

Sterling Silver Chains (Bracelets) - \$55-70

Anklets

Anklets (Gold-filled & Sterling Silver) +\$25 on bracelet price (above)

Anklets (14k Gold) +\$45 on bracelet price (above)

Charms & Connectors \$10-\$180

LIABILITY WAIVER

Hearten Co. Forever(Permanent) Jewelry Waiver and Release of Liability

IN CONSIDERATION OF the risk of injury that can occur while participating in Hearten Co. FOREVER Jewelry services (hereinafter the "Activity"); and IN CONSIDERATION OF my desire to participate in said Activity and being given the right to participate in same;

I HEREBY, for myself, my heirs, executors, administrators, assigns, or personal representatives (hereinafter collectively, "Releasor", "I" or "me", which terms shall also include Releasor's parents or guardian if Releasor is under 18 years of age), knowingly and voluntarily enter into this WAIVER AND RELEASE OF LIABILITY and hereby waive any and all rights, claims or causes of action of any kind arising out of my participation in the Activity; and

I HEREBY release and forever discharge HEARTEN CO. their affiliates, managers, members, agents, attorneys, staff, volunteers, heirs, representatives, predecessors, successors and assigns (collectively "Hearten Co. Gallery LLC"), from any physical or psychological injury that I may suffer as a direct result of my participation in the aforementioned Activity.

I AM VOLUNTARILY PARTICIPATING IN THE AFOREMENTIONED ACTIVITY AND I AM PARTICIPATING IN THE ACTIVITY ENTIRELY AT MY OWN RISK. I AM AWARE OF THE RISKS ASSOCIATED WITH PARTICIPATING IN THIS ACTIVITY, WHICH MAY INCLUDE, BUT ARE NOT LIMITED TO: PHYSICAL OR PSYCHOLOGICAL INJURY, PAIN, VISION IMPAIRMENT OR EMOTIONAL LOSS. I ASSUME ALL RELATED RISKS, BOTH KNOWN AND UNKNOWN TO ME, OF MY PARTICIPATION IN THIS ACTIVITY.

I FURTHER AGREE to indemnify, defend and hold harmless Hearten Co. Gallery LLC against any and all claims, suits or actions of any kind whatsoever for liability, damages, compensation or otherwise brought by me or anyone on my behalf, including attorney's fees and any related costs.

I confirm that I have made employees of Hearten Co. GALLERY LLC aware of any allergies I may have that may affect my forever/permanent jewelry wear.

I understand not to look directly at the "spark" during the welding process. Doing so could severely affect my eyesight. I understand that any sudden movement could cause

the welder to scratch or burn my skin. I acknowledge that I must sit still and not look directly at my permanent jewelry as it is being welded.

I confirm that I am age 18 or older and am able to legally consent to participate in the Original Hardware Connected Permanent Jewelry Service.

I FURTHER ACKNOWLEDGE that Releasees are not responsible for errors, omissions, acts or failures to act of any party or entity conducting a specific event or activity on behalf of Releasees.

I HEREBY ACKNOWLEDGE THAT I HAVE CAREFULLY READ THIS "WAIVER AND RELEASE" AND FULLY UNDERSTAND THAT IT IS A RELEASE OF LIABILITY. I EXPRESSLY AGREE TO RELEASE AND DISCHARGE HEARTEN CO. GALLERY LLC AND ALL ITS AFFILIATES (MENTIONED ABOVE) FROM ANY AND ALL CLAIMS OR CAUSES OF ACTION AND I AGREE TO VOLUNTARILY GIVE UP OR WAIVE ANY RIGHT THAT I OTHERWISE HAVE TO BRING A LEGAL ACTION AGAINST HEARTEN CO. GALLERY LLC FOR PERSONAL INJURY.

I have read and agree to the terms above *

(RECIPIENT printed)

_____ / ____ / _____

(RECIPIENT signature)

(parent or guardian printed)

(relationship to recipient)

_____ / ____ / _____

(parent or guardian signature)

I have read Hearten Co. GALLERY LLC's Permanent Jewelry FAQ's and Policy in its entirety and agree to receiving the service.

I give permission for my photographs and videos to be used on the social media pages and/or website, display and/or educational purposes and within printed publications.

(RECIPIENT printed)

_____ / ____ / _____

(RECIPIENT signature)

(parent or guardian printed)

(relationship to recipient)

_____ / ____ / _____

(parent or guardian signature)