

Hold Procedure

We are delighted to “hold” merchandise for our customers for three (3) days while they are making their decision. All merchandise being held needs to reside in the HOLD CABINET in the back room of the shop (next to the volunteer cabinet) while it is being held. Merchandise in the cabinet should be placed in a zip lock bag and NOT be in a box or Heard bag. Each item in the cabinet should have a hold ticket attached or in the zip lock bag with the item. Hold tickets are located in the cabinet. Any items not picked up or purchased in three (3) days will be put back onto the sales floor for sale. If you have any questions please feel free to ask a staff member.

Layaway procedure

These transactions are handled by staff members because of their complexity. The Heard Museum Shops offers layaway to customers on items that retail more than \$200.00. Members will receive their 10% discount on these items; however sale/consignment merchandise is NOT eligible for layaway. A deposit of 10% is collected when the layaway begins and a payment each month thereafter of 10% for the next 9 months is required. The total term of any layaway is a maximum of 10 months. If the customer does not live in town we will set them up on automatic payments from the credit card of their choice. If you have any questions please feel free to ask a staff member.

Repair Procedure for Heard Museum Shops

The fragile nature of American Indian art and jewelry can often lead to damage that needs to be repaired. The Heard Museum Shops only provide repair service for jewelry and Katsina Dolls purchased at a Heard Museum Shop. For repairs on

pottery or other artifacts, please consult a staff member to see if we can refer you to a resource. If the piece is damaged due to a construction flaw or packaging error the Heard Museum Shop will cover the expense of the repair within 90 days of purchase. After 90 days repair charges vary greatly and a staff member should be consulted.

Katsina doll repairs can take up to 4 months depending on artist availability.

Jewelry repairs usually take 2-3 weeks. It can take considerably longer for specific stone requests that might be difficult to supply.

Each piece of jewelry is different and some repairs might not be possible. If in doubt, please consult a staff member.

This is a guideline for the most common repairs

Ring Sizing: The size of a customer's ring should be determined by the finger gauge (the large ring with 29 smaller rings attached to it in the drawer below the ring case). There are 2 types of finger gauges; a wide shank (band) and a thin shank. Try to use the one that more closely resembles the width of the ring to be sized. Keep in mind that stones do not bend; if there is inlay spanning a curve of the ring it most likely cannot be sized! Prices for ring sizing start at \$10.00.

Bracelet Sizing: For a cuff, obtain an outline from a cuff that already fits the customer. This can be from one that the customer owns or drawn from our inventory. Shapes of wrists differ and a measurement of the wrist is not sufficient for a cuff. For

a link bracelet a measurement of the wrist will suffice. Prices for reshaping a bracelet start at \$10.00.

Stone Replacement/Repair Sometimes it is impossible to match a missing or broken stone due to its unique characteristics and/or scarcity. When repair is possible, prices start at \$12 per piece to be cut.

The Heard Museum Shops use a 3 piece repair ticket that consists of two paper copies and a zip lock bag copy that will accompany the jewelry and/or Katsina Doll to be repaired. Fill out the form yourself only if a staff member is unavailable to do so. Write the contact information for the customer clearly and firmly to ensure that it goes through the two copies. If the customer has paid for the repair or if the Shop is covering the cost of the repair write "PAID" in the "Estimated Cost" box. If a customer wants a piece insured we write that amount in the "Declared Value" box. This costs \$6 per \$1000 of coverage.