



QxH Jewelry and Watch Quality Standards Manual

THE MULTIPLYING POWER OF QVC & HSN

PART OF QURATE RETAIL GROUP



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Reference Information

[QxH Quality Assurance Contacts](#)

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Dangerous Goods

[\(pages 12-20, Hardgoods General Requirements\)](#)

[\(pages 28-29, Packaging & Labeling Guidelines\)](#)

[Claims Process Webinar](#)

[QxH Claims Substantiation Tool Overview](#)

[HSN Packaging](#) (Special Packaging Requirements for Jewelry/Watches /Gemstones)

[QxH Packaging and Labeling Manual](#)

[QxH Master Carton Labeling](#)

Pre-shipment Finished Goods Audit

[QVC PSFGA / Global & Regional Inspections Webinar](#)

[QxH Finished Goods Inspection Guidelines](#)

[HSN Onsite Inspection Video Tutorial](#)

[HSN Onsite Inspection User Guide](#)

INTRODUCTION

Quality Assurance Means No Surprises

QxH's Quality Assurance (QA) program exists to ensure the proper execution of every product we buy and sell. This manual contains specific information concerning the minimum quality standards QxH expects in the product it purchases. In addition, we expect our vendors to comply with all applicable legal requirements concerning the manufacture, sale and advertising of products. In certain instances, QxH standards may be higher than the stated legal minimums. It is the vendor's responsibility to read and understand the published guidelines that pertain to the industry. These include but are not limited to:

- [FTC Guidelines for the Jewelry, Precious Metals and Pewter Industries \(16 CFR Part 23\)](#):
- [The National Gold and Silver Stamping Act](#)
- [Lanham Act \(15 USC §§ 1051-1127\)](#)
- [The Jewelers Vigilance Committee \(JVC\)](#)
- [The Consumer Product Safety Improvement Act of 2008](#)
- [California Proposition 65](#)
- [Listing of International Standard Country Codes \(ISO\) Annex B](#)

Because quality cannot be inspected into products, it is the goal of the QxH Quality Assurance program to collaborate with our vendors as early as practical in order to prevent defects. Therefore, it is within the purview of the QxH Quality Assurance program to maintain a close, direct partnership with our vendors and their manufacturing facilities in order to support continuous improvement efforts and uphold the most efficient and effective manufacturing practices.

It may be necessary at any time to visit a vendor's facility to ensure we mitigate risks to delivering 100% acceptable product.

Our vendors are expected to support our efforts throughout the supply chain to provide our customers with an unsurpassed purchase experience. Our vendors are also expected to maintain world-class quality and delivery. Such expectations cannot be met unless our vendors work with us and maintain a comprehensive quality program of their own.

INTRODUCTION CONTINUED

This comprehensive quality requirement includes all printed material on the product or accompanying the product. All material included with the product must be legible, accurate, and free of printing, spelling and grammatical errors. QxH reserves the right to reject products with any type of error in the printed material, including errors that may mislead the customer or modify the intended meaning of the material. This standard applies to all instructions, warranties, safety features, product features, tags, labels, packaging, and any other literature associated with the product. A fluent English speaker should review all material before the material is permanently printed.

QxH QA prepared this document to help you through the process of submitting products to QxH. This document contains general information. It should not be considered a definitive source of regulatory guidance.

Information in this manual, is in the Vendor Supply Chain Manual and the Master Terms and Conditions.

For more information about working with **HSN**, click here to review the [HSN Vendor Onboarding Guide](#)

For more information about working with **QVC**, click here to register for [QVC Vendor Onboarding Webinars](#)

INTRODUCTION

JEWELRY LEGAL REQUIREMENTS

QxH is strongly committed to compliance with U.S. laws and regulations regarding the labeling, marketing and advertising of jewelry products. QxH also supports the Jewelers Vigilance Committee (“JVC”), a non-profit organization that uncovers deceptive marketing tactics and educates the jewelry trade about proper trade practices.

Regardless of whether a law or regulation is mentioned in this manual, QxH expects every Vendor to fully understand and comply with all applicable U.S. laws and regulations concerning the sale of jewelry products.

The legal requirements described in this manual should not be relied upon as legal advice regarding the laws, rules and regulations applicable to jewelry manufacturing and marketing. The Vendor should consult its own legal counsel regarding legal matters.

Note: QxH reserves the right to stipulate other requirements for its jewelry products and packaging, in addition to U.S. law, as long as the requirement does not compromise compliance with U.S. law.

REGULATORY AGENCIES AND REQUIREMENTS

Vendors should become familiar with major U.S. laws and agencies that govern the jewelry industry. Here are a few important references:

It is QxH's intention to be able to sell products in our entire viewing area; we require compliance with the most stringent requirements of ANY of the regulatory agencies involved. Please consult your Legal Advisor for the most up-to-date regulations. QxH reserves the right to require more stringent requirements than otherwise defined by these regulatory agencies.

PROHIBITION OF UNFAIR AND DECEPTIVE MARKETING TACTICS

It is a violation of the FTC Guides and QxH policy to misrepresent the identity, composition, weight, size, fineness or any other quality, feature or benefit of an item. QxH will reject any item that uses deceptive, unfair or misleading tactics – direct or implied – in the labeling, representation or advertising of that item.

CONFLICT DIAMONDS, GEMSTONES, GEMSTONE PRODUCTS & PEARL PRODUCTS

As a responsible corporate citizen and as member of the Jewelers Vigilance Committee, and the Jewelry Information Center, QxH neither supports nor condones the purchase or sale of so-called “conflict diamonds”. QxH will not knowingly purchase or sell diamonds, gemstones, pearls or gemstone products that originate from a group or a country which engages in or supports illegal, inhumane or terrorist activities.

QxH STANDARDS OF CONDUCT

At QxH, we are committed to promoting a spirit of teamwork, cooperation and mutual respect among all of our employees and business associates. To achieve this goal, we expect all employees and business associates to show respect for each other and for QxH policies and procedures. QxH firmly supports these expectations and will make every effort to ensure their implementation.

Definition of Business Associates

“Business associates” includes, but is not limited to:

manufacturers, distributors, vendors, suppliers, on-air talent, guests, consultants, independent contractors and customers who conduct business with QxH or participate in QxH-sponsored events or business trips, as well as their representatives, associates, employees and family members.

Expectation of Respectful Interactions

All employees and business associates are expected to show respect, honesty, integrity, consideration, cooperation and sound professional judgment when interacting with each other.

All employees and business associates of QxH shall refrain from verbal, written or physical actions that others might find offensive or disrespectful and that might create a hostile work environment.

This includes, but is not limited to actions (verbal or non-verbal):

- That could be found to be demeaning (even if delivered in a “kidding” or joking fashion)
- That are delivered in a loud, abusive or agitated tone
- That are directed at another's age, pregnancy, family status, medical status, sex, sexual orientation, race, religion, national origin, disability or perceived disability, physical appearance or any other protected class status
- That include off-color language, slurs or swearing
- That interfere with others' abilities to perform their work

All parties are expected to remember that, while their actions (verbal or non-verbal) may not be intended to be harmful, the effects can be detrimental to successful and productive working relationships.

Expectation of Respect For QxH Policies and Procedures

All employees and business associates are expected to respect and abide by all of QxH practices, QxH policies (as posted in Legal Reference and Policy Guidelines in the Vendor Portal) and QxH Standard Operating Procedures. Employees and business associates should remember that a primary purpose of QxH policies, practices and procedures is to ensure that our customers receive quality service consistently, thus, our mutual success depends in part on our adherence to these policies, practices and procedures.

VENDOR RISK ASSESSMENT

QxH Vendor Risk Assessment

Vendors begin the Risk Assessment process by completing and submitting the QA Risk Assessment Questionnaire:

[CLICK HERE TO COMPLETE THE QUALITY ASSURANCE RISK QUESTIONNAIRE](#)

- Vendor Risk Assessment and Onboarding is required for all vendors, regardless of selling platform. This includes traditional, EA/ECO, and Drop Ship vendors.
- Risk level is determined based on vendor quality and product testing processes, product risk and vendor performance.

Low

- No Physical Sample Required
- Spec Card/Sheet Required
- Protocol Testing Required, Vendor Manages Copies

Moderate

- Physical Sample Required
- Spec Card/Sheet Required
- Protocol Testing Required, Vendor Manages Copies

High

- Physical Sample Required
- Spec Card/Sheet Required
- UL/Intertek Protocol Testing Required, Vendor Submits Copies

*Vendors that produce proprietary brands are required to submit test results during First Piece Inspection from Intertek or UL regardless of risk level

Product Testing and Timelines

- All vendors, regardless of risk level, are required to conduct product performance and compliance testing in alignment with QRG protocols.
- All products are subject to testing. The Protocol Testing matrix located on the vendor portal lists product types by testing protocol. If the product is not listed on the matrix the vendor should reach out to the labs for direction. [Protocol Testing Product Matrix](#)
- For frequently asked questions about protocol testing requirements and certified testing lab contacts, click here: [QRG Protocol FAQs](#)
- Proprietary Brand and High-Risk vendors are required to test with either UL or Intertek. Contact and process detail is posted on the vendor portal; [QxH Proprietary and High-Risk Protocol Testing Program](#)
- Although Low and Moderate Risk vendors are not required to submit product test results to QA, they are required to test all products with an accredited lab and keep test results on file for QxH access upon request.
- Protocol testing lead times can vary between 1 to 14 weeks, depending on product type and Lab location.
- Protocol test results from a certified lab are valid for 1 year from the original test date.

PRODUCT TESTING REQUIREMENTS

Vendors are required to submit all samples to an approved 3rd party testing laboratory for performance and compliance testing in alignment with QRG Protocols.

High Risk and Proprietary Vendors must use either Intertek or UL Laboratories for testing.

Low and Moderate Risk Vendors may choose to test with any certified 3rd party lab.

High Risk and Proprietary Brand vendors:

- Test results for **HSN** product must be uploaded to the Documents section of the Product Specification within the HSN Vendor Portal.
- Test results for **QVC** product must be submitted to the Buyer with the product specification

Approved Certified testing lab contacts can be found within the *For Your Information* section of the HSN Vendor Portal & within the COMPLIANCE TESTING GUIDELINES of the QVC Vendor Portal:

[Intertek Testing Lab Contacts](#)

[UL Testing Lab Contacts](#)

The [Protocol Testing Product Matrix](#) lists QRG Protocol requirements by product category.

This matrix is provided for informational purposes only; actual requirements for an individual product may vary based on the specifics of the item.

Click below link to access [QRG Jewelry & Watches Protocol](#) as listed on the QxH and HSN Vendor Portals:

QxH PRODUCT SPECIFICATION SUBMISSION REQUIREMENTS

QA Submission Requirements

Jewelry product spec submissions should include the following:

- all components and product details, dimensions, materials, construction, weight, stone type, features, appearance, performance, as written on the spec and PO
 - All gemstones must be accurately identified as stated within the GIA lab report. Any treatment applied to a gemstone must be disclosed. It is the Vendor's responsibility to accurately and completely identify and disclose to QxH all gemstone treatments, including any unusual care or cleaning requirements
 - Confirm acceptable stone treatments with your QxH buyer.
- all applicable plating information
- special metal combinations for findings and components
- millimeter size for imitation stones
- images of production quality product, packaging and labeling
- all proposed care instructions, features and benefits, objective and performance claims, and all talking points for the on-air presentation
- Complete spec submissions for size 7, then list the other ring sizes with stone count and total carat weight (simulated stones)
 - Spec submission for each ring size for gemstone eternity bands
- all claim substantiation, label copy, inserts and instructions
- Submit QRG protocol testing, Prop 65 and CPSC compliance test documentation as required per [vendor risk level](#)
- Proof of ownership, license or consent to use trademarks, tradenames.
- Guaranteed, lowest metal weight in grams
- Guaranteed minimum weight for Karat Gold Purchased by Weight. (finished weight, not cast weight and must be inclusive of any applied surfaces without stones).
- Gram weight for generic silver chains (necklaces and bracelets without gemstones) and cuff bracelets.
- Product Specifications and physical samples (when required) must be submitted in compliance to published lead time standards as stated in the [Vendor Supply Chain Manual](#)

HSN

- Complete and submit product specifications via the HSN Vendor Portal
- For HSN product specs, upload image template [Vendor Support - QA Evaluation Image Template](#)
- For guidance on how to create an **HSN** product specification via the HSN vendor portal, please view the Product specification tutorials. [HSN Spec Sheet Tutorials](#)

A printed guide is also available here: [HSN How to Create a Spec Sheet](#)

QVC

- Complete and submit product specs to your Buyer
- Always access the most current Spec version via the QVC Vendor Portal [QxH Product Spec](#)
- For guidance on how to complete a spec, please view the [Spec Quick Reference Guide](#)

QxH EA (Extended Assortment)

- For EA product, create product specifications in our Product Creation Platform system located in the Vendor Portal.
 - For training on this system, please select any of the below pre-recorded demonstrations that closest represents your category. [Click here](#) to follow along using the PCP User Guide.
 - [Accessories](#) | [Apparel](#) | [Beauty](#) | [Culinary](#) | [Electronics](#) | [Footwear](#) | [Health & Fitness](#) | [Home Decor](#) | [Home Improvement](#) | [Toys](#)
 - Please contact PCPSupport@QxH.com for questions relating to this platform.

QxH 1ST PIECE SAMPLE SUBMISSION REQUIREMENTS

QA Sample and Submission Requirements

Please reference the First Piece Sample Submission Requirements Matrix found on the Vendor Portal for submission requirements by product category and vendor risk level:

[QxH First Piece Sample Submission Requirement Matrix](#)

If physical samples are required, the product specification MUST be completed and submitted prior to sending samples to QA; samples without specification sheets will not be reviewed.

When a physical sample is required, a Production sample should be submitted and must be packaged exactly as the customer will receive it:

- Representative of the final product from the production lot.
- Made using actual materials and stones.
- Include all product components with intended labeling.
- Include all inserts, instruction and any other material that will ship to the customer.
- Separate samples are required for all variants involving color, either metal or stone color.
- Ring samples must be submitted in a size 7 (ladies) or size 10 (men's).

HSN

When submitting an HSN sample to QA, print and affix a sample label:

- Print the sample label found in the product specification sheet from the HSN Vendor Portal
- Affix label to the sample so that the item can be identified upon receipt

HSN First-Piece Samples – Send to:

HSN 1 HSN Drive

St. Petersburg, FL 33729 Attn: (QA Evaluator's Name)

QVC

All submitted packaging must have all required labeling: the 13-character SKU, bar code, and suffocation warning.

QVC First-Piece Samples - Send to:

1200 Wilson Drive

West Chester, PA 19380-4262

Mail Code #120 Attn: QA Department

- After thoroughly reviewing the QA samples and specification documentation, a QxH QA Product Validation and Approval Specialist will issue an evaluation report to the vendor via the HSN vendor portal or the QVC Quest system. The vendor then reviews and responds to the issues noted in the report and provides the information/materials requested.

EVALUATION DISPOSITION

HSN Evaluation Disposition

Submissions to HSN QA will be reviewed by the QA Evaluator/Product Validation Approval Specialist (PVAS) and assigned one of the following evaluation statuses:

Received: A physical product sample has been received, but the product specification sheet has not been submitted by the vendor and/or approved by the HSN Merchandising team. An evaluation in Received status requires submission and approval of the product specification sheet prior to initiation of the formal QA evaluation process.

Pending: QA has received a sample and a Merchandising-approved spec sheet. The evaluation is in process and/or there are open issues that require the vendor to provide information, samples or corrective action.

Approved: QA has evaluated the sample and found that it meets HSN standards. The product is approved to ship.

Rejected: QA has evaluated the sample and found that it does NOT meet HSN standards, and that the vendor was unable to provide appropriate corrective action.

Dangerous Goods Review: Items w/ SDS, Lithium Battery and Hazardous Goods - Status updated to DG Review by PVAS. DG Manager completes their review/ tasks and updates status to DG Review Complete .

QA Claims Review: Items w/ escalated claims: Status updated to Claims review by PVAS. Claims Manager completes their review and updates the spec sheet w/ the approved and rejected claims. Claims Manager updates status to QA Claims Complete.

Legal Review: Items has been escalated to Legal to Review. Typically Cat A Products. Legal updates status to Legal Claims Complete.

Cancelled: Items past their ship date or no ship that have outstanding. Rejected issues w/ no action from the vendor.
Item can be placed back into pending status if vendor follows up on Rejected issues.

EVALUATION DISPOSITION

QVC Evaluation Disposition

Submissions to QxH QA will be reviewed by the QA Product Validation Approval Specialist (PVAS) and assigned one of the following evaluation statuses:

Passed - An item with “Accept” disposition conforms to all QxH's specifications and quality requirements. All required materials have been submitted and accepted, and all documentation is in order. Vendor is free to continue the movement of the product through the Pre-Shipment Finished Goods Audit and shipping to the QxH Distribution Center. Drop Ship vendors can ship directly to the QxH Customer OR The product is approved to ship.

Reject - An item with “Reject” disposition has failed to meet all QxH's specifications and quality requirements. Vendor cannot proceed to PSFGA and is strictly forbidden to ship product with “Reject” disposition. If Vendor ships product while in “Reject” to QxH, QxH will return the entire shipment to Vendor at Vendor's expense. Vendor must make required changes and re-submit QA Sample or Product Specification for evaluation.

Hold - On hold for Dangerous Goods review

NOTE: QxH will neither pay for nor return QA Samples without prior written approval from the QxH Buyer. By submitting a Product Specification / QA Sample (as required), the Vendor represents and warrants that the product complies with all applicable Federal, State, and Municipal laws, statutes and regulations, and all applicable industry standards. If your product contains items from more than one product line, the individual items will be evaluated against the requirements applicable to their own product line. For Example: if a product contains cosmetic items and a carrying purse, the cosmetic items will be evaluated as Cosmetics and the purse will be evaluated as an Accessories item.

NOTE: It is not permissible to ship product to QxH prior to QA Product evaluation and approval by QxH QA.

STAMPING REQUIREMENTS

Trademark/Fineness Stamping

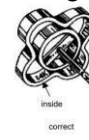
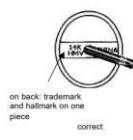
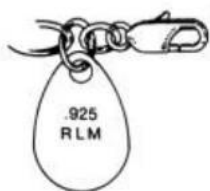
As mandated by the Stamping Act, any article that claims to be made wholly or partly of precious metal must bear a hallmark which indicates the precious metal content. Whenever a hallmark is applied to an item, the company's registered trademark must be applied next to the hallmark. [The National Gold and Silver Stamping Act](#).

[Stamps on alternative metals combined with precious metals must follow the FTC Guidelines for Jewelry & The National Gold and Silver Stamping Act](#)

- The term "Clad" refers to a sheet of gold over sterling silver, making the silver indistinguishable and is used to denote specific QxH requirements applicable only to 14K and 18K plating.
 - The amount of gold must be disclosed and stamped as a fraction representing the proportion of the weight of gold to the entire piece.
 - Sterling stamp be listed first if the gold is less than 50% (or ½) of the weight of the item.

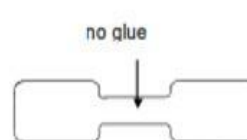
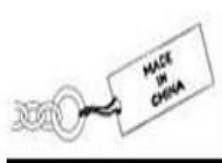
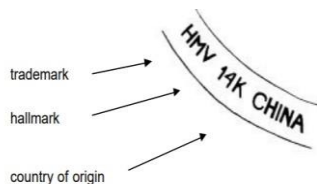
General requirements

- QVC / HSN requires Trademark, Fineness and Country of Origin stamps on jewelry.
 - Manufacturing or factory marks (including, but not limited to, ring size, part number, carat weight) will not be accepted.
- Clear and Legible hallmarks, trademarks and COO should be permanently marked directly on the piece via stamping, lasering, embossing, inscribing, engraving, a soldered metal plate, or a permanently attached hanging metal plaque.
- Trademark and fineness stamps must appear near the same component and remain consistent across variants.
- Trademark and fineness stamping is not required for fashion jewelry product (non-precious metals).
- **Bracelets** – a small hidden disc/tag should be use for items without clasps.
- **Earrings** – each earring of a pair must be stamped. Stamps on posts are acceptable. Earrings backs should be stamped unless non-removable. Country of Origin is not required on clutch backs.
- **Pendants & Chains** - If the pendant is removable from the chain, both pendant and chain must have trademark/fineness/country of origin stamps. Distinct countries of origin for each piece must be stamped
- **Rings** – Stamps should be as high as possible on the inside of the shank avoiding the sizing area



Country of Origin

- Country of origin must be stamped on all items made outside of the U.S. and should be located near the trademark and fineness stamp.
- If the country of origin cannot be stamped onto the item due to physical limitations, you must obtain QxH QA approval to use a permanently printed non-adhesive hangtag affixed directly onto the merchandise with a durable string.
 - Elastic materials containing sulfur or chlorine, or any other material that may contribute to tarnishing, are not acceptable (e.g., rubber and coated rubber).
 - Adhesive Barbell tags should move freely and never contact the piece



QUALITY AND PERFORMANCE STANDARDS

All Jewelry product should exhibit high quality workmanship and must be free from any flaw or defect that could detract from product's aesthetics, safety or performance.

Production products must conform to final approved specifications and be free from but not limited to the following defects:

- Dirt, stains, pitting, scratches, excessive glue
- Incompatible components, missing parts, improper fit
- Poor fit / finish, mismatched colors, misaligned patterns
- Sharp edges / points, frayed cord / wires, poorly made repairs
- Asymmetry within a piece, stone or item characteristic
- Mismatched design, color or finish within an item (unless otherwise specified)

Handcrafted Items QxH understands that certain handcrafted designs will have variations that add to the character and uniqueness of each individual item. However, regardless of handcrafting, the overall appearance, materials, and quality of construction must match throughout the production run.

Any mechanical part must also be identical in design, construction, material and performance among all production runs and all reorders.

Reorders are expected to remain the same as the original order, including materials, design, construction, appearance, measurements, metal color, gemstone color range, features, findings, as well as vendor-supplied packaging and literature.

Vendors must immediately notify the Buyer if there are noticeable variations in final production.

Casting / Construction / Findings

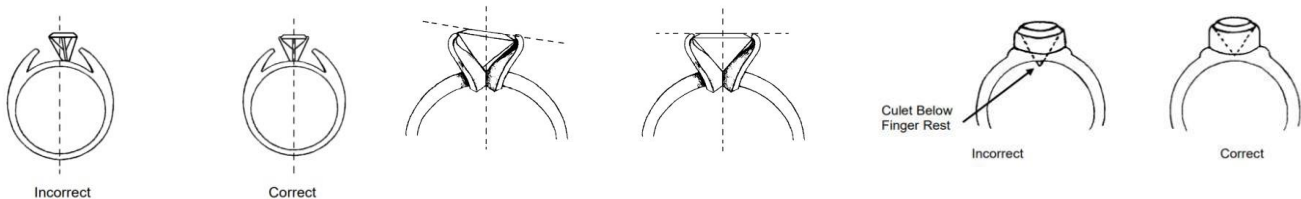
All models should be reviewed for the following criteria:

- Metal must be clean, free of residue and have no noticeable distortions, defects or discoloration
- No open seams, unfilled areas, cracks, excessive pitting in the joints, or excess solder, parting lines, flashing, casting excess metal from air bubbles, visible porosity and holes
- Gallery work and airways must be clean, symmetrical, and of equal proportion.
- Milgrain Edges must be complete and consistent.
- Beads and engraved lines must be consistent in location and symmetrically aligned.
- Karatage / fineness of findings must match the main piece unless otherwise specified.
- Moveable parts must be fully functional and durable enough to withstand repeated operation.
- Jump rings on all products must be aligned and fully closed. Spring loaded items such must operate smoothly and close completely when released.
- Findings such as bails, jump rings, and pin joint and catch, must be the appropriate size and weight according to the size of the item. Rings connecting to closures should be soldered and permanently attached.
- Box clasps and hidden box clasps should click to close securely.
- Figure eight safety catch closures should align and be securely soldered to the piece.
- Pin Stems should not be visible from the front view; pins should be securely soldered
- Magnets in magnetic clasps should be attached securely. QxH strongly recommends that the Vendor use a recessed magnet clasp to provide optimal resistance to shear and peel. The positive and negative magnet faces should make contact easily and provide adequate magnetic attraction for the intended use.
- Adhesives which contain sulfur or chlorine are not suitable for silver jewelry.

CONSTRUCTION STANDARDS

Stone Setting

- All gemstone settings must be properly pre-polished prior to setting the stone.
- Settings must be symmetrically positioned within the piece and throughout the production run.
- Stones must be set level and consistent in height with respect to the design.
- Stones should be set so that the culet is not exposed. For rings, the culet of the gemstone should not extend below the finger rest or touch the skin when worn. For pendants, the gemstone should not extend beyond the base of the setting.
- Stones must be seated properly within the seat of the prong not to exceed one-third of the prong thickness.
- Prongs must be even in shape, length, and placement and long enough to hold the stone(s) securely without snagging clothing. There should be no gaps between the prongs and the stones.
- Bezels must be smooth and even, in proportion to the size of the stone they secure and no gaps between the bezel and the stone.
- In channel settings, stone tables must be in the same plane, or follow a curve consistent with the design. Channel walls must be even and smooth. Stones should be set girdle to girdle.
- When viewing a setting from the top view, there should be no visible reflections of metal within the gemstone that detract from the beauty of the gemstone.
- The settings must secure the gemstones, regardless of setting style.



Soldering

- All soldered products must be of like karat with no discoloration.
- All jump rings on karat gold and sterling silver items must be soldered closed.
- Solder must not "freeze" any moveable parts or impede function.
- Soldered heads must be straight when viewed from the top, front, and side unless the design dictates otherwise.
- Solder seams must be smooth and neat. Excess solder, excessive pitting, or solder "running" out of the seam is not acceptable.
- All precious metal anklets, bracelets and necklaces, the links, connecting rings and receiving rings must be soldered. All soldered connections must be free of excess solder, and the color of the solder must match the item. Spring ring clasps are not required to be soldered.

CONSTRUCTION STANDARDS CONTINUED

Use of Glue in Stone Setting

- Glue cannot be used in setting gemstones except for pearls, marcasite, inlay, certain applications with opaque stones such as, onyx and jade, or imitation stones used in fashion/costume items.
- Bezel or prong set stones must be secured by the metal. (use of glue is not acceptable).
- Use of glue in setting any natural stone due to the nature of the design must be pre-approved by QxH QA.
- Imitation stones must be glued into the mounting and/or the setting(s) straight without tipping.
 - Glue should never be visible through a stone.
 - Adhesive must be thoroughly dried, cured, or “set” prior to packing and shipping.

Unacceptable and Acceptable Use of Adhesive (Glue)

- Although most gemstones are secured with mechanical settings, the use of adhesive is acceptable in specific instances. Please see the following Table.

Fine Jewelry (precious metal)

| Gemstone Type | Adhesive Use | Requirements |
|-------------------------------|--------------|-----------------------------------------------------------------------------------|
| Natural transparent gemstones | Unacceptable | No adhesive – only a mechanical setting method is permitted (e.g., prongs, bezel) |
| Natural opaque gemstones | Acceptable | Must be used with mechanical fastening method |
| Imitation gemstones | Acceptable | Must be used with mechanical fastening method |
| Cultured pearls | Acceptable | Must be used with mechanical fastening method (e.g., ½ drilled with peg) |

Costume Jewelry (non-precious metal)

| Gemstone Type | Adhesive Use | Requirements |
|-------------------------------|--------------|--------------------------------------------------------------------------|
| Natural transparent gemstones | Acceptable | Must be invisible |
| Natural opaque gemstones | Acceptable | Must be invisible |
| Imitation gemstones | Acceptable | Must be invisible |
| Cultured pearls | Acceptable | Must be used with mechanical fastening method (e.g., ½ drilled with peg) |

CONSTRUCTION STANDARDS CONTINUED

To drive consistency in quality and customer satisfaction, QxH recommends the use of specific stringing materials for its products as noted below.

Softflex®

Softflex® beading wire is recommended for:

- All strung items that use flexible beading wire.
- All strung items that have gemstone beads and/or metallic elements.

Key Recommendations for use:

- Use of Softflex® must be disclosed on the product specification.
- Softflex® flexible beading wire: 49 strand, 0.024 gauge.
- If this size is too large for the drill hole, please move to the next smaller Softflex® size.
- Softflex® crimps: 3x3 or 2x3 (may use a crimp cover for a more finished look).
- Softflex® crimping pliers.
- Please ensure drill holes are straight and cleaned out before stringing.

To purchase Softflex® products, please contact Softflex® (866) 925-3539, <http://www.Softflexcompany.com>

Stretch Magic™

Stretch Magic™ elastic cord is recommended for all bracelets designed for stretch performance.

[Instructions for stringing and knotting are available here: https://pepperell.com/projects/stretch-magic-projects/stretch-magic-knot-tying-basics/](https://pepperell.com/projects/stretch-magic-projects/stretch-magic-knot-tying-basics/)

- Use of Stretch Magic™ must be disclosed on the product specification.
- Stretch Magic™ elastic cord (0.5mm, 0.7mm, 0.8mm, 1.0mm, 1.2mm, 1.5mm, 1.8mm)
- Use the thickest cord that will accommodate the size of the bead holes.
- Ensure that drill holes are straight and cleaned out before stringing.

Special T Glue (available through Softflex®)

- The use of Special T Glue is recommended where the gluing of components/stones is permitted, and a strong adhesion is required.

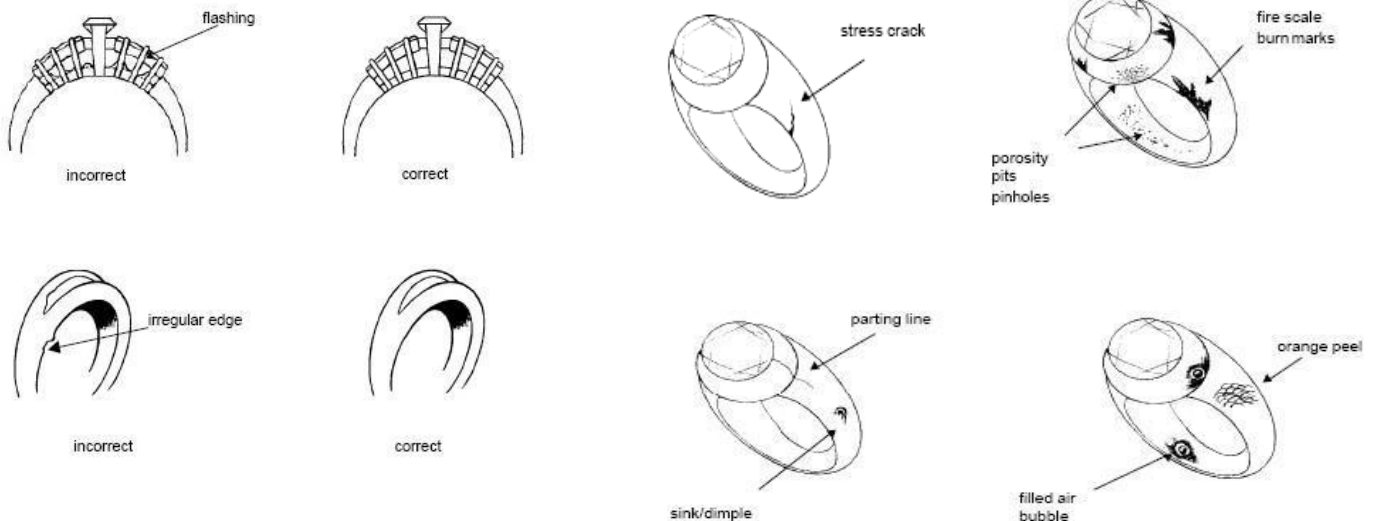
To purchase Softflex® products, please contact Softflex® @ <http://www.Softflexcompany.com>

FINISH STANDARDS

Surface Finish / Polish / Special Finishes

- Vendors must disclose any special finish and application method including:
 - plated, painted black lacquer, decorative lacquer, accelerated oxidation using sulfur, etc.
 - enamel material used (hard glass enamel, epoxy enamel, etc.
 - the use of rhodium (white/black) and/or imitation rhodium
 - the metal(s) used for plating
- Polishing must be controlled and consistent throughout the production run and all re-orders.
- All metal surfaces including settings and findings must be polished to a smooth, consistent high luster unless otherwise specified; and be free of scratches, tool marks, burrs, rough edges
- Design details must be clean and distinct.
- Polished product should also be free of over-polishing, excess metal/flashing, rough edges, fire scale, visible porosity or holes, lint under prongs, casting residue or investment, polishing compound, surface distortion, haziness or dull film.
- Satin, antiqued, rhodium finishes, etc, must be uniformly applied without overlapping onto adjacent areas where the finish is not intended.
- Enamel should be durable, lustrous, even in thickness, free of defects.
- When the enamel is meant to be opaque, there should be no thinned areas that allow visibility to the metal surface.
- All jewelry items must be clean and dry with no oils, fingerprints, water spots, or tumbling marks.
- All components must be thoroughly dry and free of any moisture or residual processing materials.
- Oxidation, anodizing or “antiquing” must be consistent and controlled.

*Note: For darkening silver, oxidation is preferred rather than an applied black paint or other material.



METAL STANDARDS

All jewelry products manufactured from any precious metal must meet FTC requirements.

: [FTC Guidelines for the Jewelry, Precious Metals and Pewter Industries \(16 CFR Part 23\)](#)

QxH may periodically assay precious metal jewelry products. If items are found to be non-compliant, an independent third-party laboratory assay will be required at the Vendor's expense.

Platinum

- All Platinum jewelry must comply to FTC guidelines.
<https://www.consumer.ftc.gov/articles/platinum-gold-and-silver-jewelry>
<https://www.ftc.gov/tips-advice/business-center/guidance/advertising-platinum-jewelry>
 - Product labeled as "platinum" without qualification MUST be at least 95% pure platinum.
 - Product labeled as between 500 Pt. and 950 Pt. must contain the corresponding levels of pure platinum
- *Products containing less than 50% pure platinum CANNOT be called platinum jewelry.

Karat Gold

- Tolerance for karat gold items is ± 0.003 of the stamped fineness.
- Tolerance for items constructed with solder is ± 0.007 .
 - The karat fineness of the solder may vary from the fineness of the jewelry item as long as the entire item falls within tolerances when assayed.
 - For items manufactured with minor amounts of solder, the main (unsoldered) component is expected to fall within the normal ± 0.003 tolerance.
 - <https://jvclegal.org/understanding-the-ftc-guidelines>

Sterling Silver

- All sterling silver must assay at 92.5% sterling
 - Tolerance for normal silver items (without solder) = .004
 - Tolerance for items with solder tolerance = .010
 - Certain findings on silver jewelry are exempt from assay considerations.
 - QxH recommends (for strength and durability), that silver pin stems not be used. Nickel Silver pin stems are acceptable and preferred.
- * Use of copper plated under layer is NOT allowed. The use of fine silver plate is allowed, but not required.

Combined Metals – Sterling Silver & Karat Gold

- For detailed information, please refer to the FTC Guidelines for the Jewelry Industry <https://www.ftc.gov>, or JVC's "The Essential Guide to the U.S. Trade in Advertising Jewelry of Silver in Combination with Gold"
<http://www.jvclegal.org>

Alternative Metals

- Brand standards are established by QxH Merchandising. QxH suggests that you submit the alloy recipe for bronze or brass items prior to production.
- Trade names such as "Roman Bronze" and "Jewelry Bronze" are brass; the actual metal used in the product must be correctly identified.
- E-coat / anti-tarnish coating is required for products made from Copper, Bronze or Brass.
 - *Certain alternative metals such as Copper, Bronze, Brass and some plated Stainless Steel are subject to tarnish and as such are required to be packaged with Anti-tarnish tabs*

PLATING STANDARDS

Vendors are responsible for complete and accurate disclosure of all materials, coating and surface plating including the methods of application via product spec submission.

All vendors must follow the plating testing and test methods outlined within the QxH Jewelry & Watch protocol.

- QxH requires all laboratory test reports to read units of measure in “Microns”, not “Micro Inches” or Millionths of an inch. A micron is a unit of length equal to one millionth (1×10^{-6}) of a meter.

Plating of Precious Metals must meet all FTC requirements: FTC Guidelines for the Jewelry, Precious Metals and Pewter Industries (16 CFR Part 23)

- As part of the protocol testing process for precious metal, QxH will test the fineness & thickness of plating on an item from actual production.
- White gold products must be rhodium plated in their entirety unless otherwise specified by the QxH Buyer.
- Rhodium plating on precious metal products must be disclosed
- All articles to be advertised as Silver Plated must be plated with a minimum of .925 purity Silver alloy
- All products must meet the minimum thickness based on the plating descriptions as required by the FTC

Plating Color of Precious Metals:

- Must be consistent within one item, one shipment, and any reorders of the same QxH item number
- Coatings used for coloration, oxidation prevention or other specific reasons may be applied by vapor deposition, plasma coating or other processes. All materials used for coatings and the method of application must be fully disclosed in the product spec.
- Silver or Platinum plated items must follow the allowable plating recipes as outlined within the QxH protocols
- Any plating finding(s) must match the main piece in color, finish and durability

Fashion Jewelry with Precious Metal Plating

- Base metal may be bronze or brass, based on buyer's direction.
- Product must be stamped with Country of Origin, *all .925 components require TM, Fineness, COO required*
- Earrings require .925 Sterling Silver findings (post, ear wires, clutchbacks, etc), plated in gold to match the color of the item.
- Findings (jump rings, lobster clasps, spring rings, etc) may be in bronze, brass or .925 Sterling Silver plated in gold to match the color of the item.
- Plating is 18K, 3 to 5 mils, in 14K Hamilton color (product advertised as gold-tone).

Fashion Jewelry Non-Precious Metal Plating

- Goldtone resembles Gold, no actual Gold content is required for items to be advertised as Goldtone. Such items may only be advertised as Goldtone.
- Silvertone resembles Silver, no Silver content is required in items advertised as Silvertone.
- Both Goldtone and Silvertone items must meet normal durability requirements.
- All fashion and stainless-steel jewelry will be advertised as goldtone, silvertone, rose goldtone, etc.
- Costume items advertised as goldtone, silvertone or gunmetal finish should not be marked, other than appropriate country of origin and designer's names or logos

GEMSTONE STANDARDS

It is the vendor's responsibility to declare correct name and nature of the gemstone, any treatments, and all unusual characteristics, as well as any claims concerning the gemstone including care or cleaning requirements. All gemstones within a shipment conform to the specified size, weight, cutting style, outline shape and quality. For all successive shipments of the same item, any variation must be within the agreed-upon range for appearance & color.

The Vendor must immediately notify the QxH Buyer if they discover deviations from an approved gemstone quality range.

Gemstone Identification

As part of the QxH Jewelry Protocols Vendor's are required to submit a certified gemological laboratory report to conclusively identify the nature of a stone.

All gemstone Today's Special "TS" or Today's Special Value "TSV" items may require Gemological Institute of America (GIA) testing documentation. NOTE: Identification of gemstones may require destructive testing of the samples submitted.

New /Unique Gemstones and Materials

- A certified gemological laboratory report from GIA must be submitted for any new gemstones or unique materials not previously sold at QxH. This report is required to support the identification and authenticity of the material.

Gemstone Treatment

QxH Vendors must fully disclose whether a gemstone has been treated or enhanced in any manner or requires unusual care. It is deceptive to fail to disclose treatments that:

- are not permanent
- create special care requirements
- are permanent and have a significant effect on the stone's value

Unacceptable Gemstone Treatments include:

- Colored oiling of emeralds
- Class 3 glass filled stones
- Non-permanent dye or color

QVC/HSN reserves the right to deny any other unacceptable treatment within the jewelry industry

Cut / Finish

- Stones must be symmetrical and properly cut.
- Faceting and depth must be proportionate to the shape, size, and type of material of the stone, and must be consistent throughout the shipment.
- Stone girdles must be polished.
- Off-center tables, wavy girdles, poorly cut culets, or non-parallel facet arrangements (step cuts), or any defect that may compromise the stone's structural integrity may be cause for rejection.
- There should be no extreme deviation in cutting style, outline shape, depth, height, or weight.
- Windowing of stones when judged perpendicular to the table must be minimized.



incorrect:
off-center



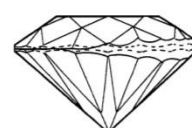
incorrect:
off-center



correct



incorrect
"wavy" girdle



incorrect
inconsistent girdle

GEMSTONE STANDARDS CONTINUED

Color

- Color ranges for gemstones, synthetics, simulants, and organic material cannot exceed two tones of saturation.
- No significant banding of color or color zoning, feathers, or dark inclusions will be accepted.
- In a multi-stone item, gemstones of the same type must match in color/tone/intensity/saturation, clarity, polish, and luster within the same item unless otherwise specified.
- Stone color, size, and placement in samples should match production.
- Matching components of a suite (earring, ring, bracelet, necklace, etc.) must match in color range.

Clarity

- Overall clarity must be uniform throughout an individual gemstone. Any blemish on the pavilion or culet that can be seen when looking through the crown stones is unacceptable.
- Gemstones must be free of scratches, polishing lines, chips, cracks, and abrasions.
- No obvious defects on the table, crown, girdle, or culet will be acceptable.
- Any gemstone with an internal or surface flaw that threatens the stone's structural integrity is unacceptable.
- All stones of the same type within an individual piece should match in clarity.

Carat Weight

- Vendors are responsible for weighing gemstones to verify the minimum carat weight requirement.
- The Buyer stipulates a guaranteed minimum total carat weight for the gemstone(s) in each product. This guaranteed minimum carat weight must be stated within the product specification.
- The Guaranteed Minimum Total Carat Weight (GMW) is the lowest acceptable weight for a gemstone or group of gemstones in an item.
- Jade, opals, opaque stones, and simulated stones, are measured in MM rather than total weight. Allowable tolerance is +/- ½ MM.
- Synthetic stone weights should be described as actual stone weight.
- All stones must match in millimeter size.

*NOTE: Per government regulations, the carat weight of diamonds and colored stones must never be combined.

Colored Stones and Diamonds

- Any advertised weight over 0.10 carat must be a GMW. Carat weights under 0.10 carat will be described with the term "accent" in lieu of a carat weight.
- weights must be recorded to the second decimal place for colored stones (0.00) and to the third decimal place for diamonds (0.000).

GEMSTONE BEADS

Multi-Bead Items or Sets should match in color, size, shape, overall quality and require each bead of the same gemstone type in an individual item; and should remain consistent throughout production.

The gemstone bead surface must have a consistent, smooth finish and be free of...

- artificial coating or lacquer
- prominent discoloration, dark internal flaws or crevices
- cracked or chipped surfaces, nicks or sharp edges (especially around drill holes)
- extra or misaligned drill holes
- visible cement or any other type of adhesive
- visible residue (polishing compound)

How to Measure Beads

- Gemstone beads are measured in millimeters (mm) (carat weight is not required or advertised for gemstone beads)
- Diameter of Strung beads are measured in a line that is perpendicular to the drill hole. If not uniformly round, measure the largest diameter that is perpendicular to the drill hole.
- Measurements are documented in increments of 0.5mm.
 - If a bead measures 5.9mm, round down to the next lower .5 mm increment. (5.5mm).
- Beads over 8.0mm are documented in increments of 1.0mm.

Settings

- Beads must fit neatly and securely within the setting.
 - The primary method for setting must be mechanical (e.g., a ½ drilled hidden peg or prongs).
 - [Use of Glue in Stone Settings](#)

Stringing

- The Vendor must disclose the type of stringing material, the material's thickness and any special qualities, within the product specification.
- Colorfast thread made of silk, nylon, polyurethane, polyester, monofilament, stretchy thread or any other material that is strong and durable enough to resist breakage is required.
 - If silk thread is used, it should be pre-stretched prior to stringing to stabilize the length
- Strung Beads should "drape" naturally and be evenly spaced.
- Strands must be free of exposed string, excessive sliding, excessive twisting, excessive stiffness, excess thread, fraying, uneven spacing
- Stringing material should be looped through a soldered connecting ring.
- Knots should be consistent in size and pulled tightly in order to stabilize the length. Intermittent knotting is acceptable if evenly spaced.
- Stringing with Rubber or rubber byproducts is not permissible.

DIAMOND STANDARDS

All diamonds must match in cut, color, clarity, and size, as called for in the design. Glue/adhesives used for the purpose of securing stones is **not** permitted. Please see Appendix C – Glossary of Jewelry Terms, or Gemological Institute of America <http://www.gia.edu/diamond> for more information.

Cut

- Full cuts and single cuts cannot be mixed within a piece, or within a matched set.
- Adjacent set baguettes must be proportionally cut and evenly spaced and set.
- At the buyer's discretion, diamonds that have less than 17 facets may be used. In such cases, the diamonds must be referred to as "rose cut diamonds". This applies only to certain product categories and must have the buyer's approval.
- Fancy shapes: length: width ratio must profile a pleasing shape. Extremely pointed marquises, high shoulders, fat or straight wings, squat or squarish ovals/pears are unacceptable.

Color

- Diamond color will be determined by spec submissions and verified by GIA approved color grading scale.
- Unless otherwise specified, H - I color, I1 clarity will be used in the Diamond Program. Please refer to GIA diamond grading qualities and descriptions/definitions.

Clarity

- Any stone will be rejected if determined to be structurally unsound due to the nature and location of fractures or inclusions.
- Diamond clarity will be determined by product specification and verified by GIA approved clarity grading scale.

Carat Weight

- If diamond weight is stated as decimal parts of a carat (0.47), the stated figure should be accurate to the last decimal place (weight between .465-.474 would be rounded to 0.47 carats). Weights will be verified.
- If diamond weight is described in fractions, the fraction may represent a range of weights. If you use the fractional method, you must disclose that the diamond weight is not exact and the reasonable range of weight for each fraction.
- If diamond weight is stated as decimal parts of a carat (e.g., .47 carat), the stated figure should be accurate to the last decimal place.

Diamond Weight Expressed As Fractions

- Note: in order to advertise in fractions, the product must only contain diamonds less the 1/2ct. or ctw. with buyer approval.
- If diamond weight is stated as fractional parts of a carat, a conspicuous disclosure of the fact that the diamond weight is not exact should be made in close proximity to the fractional representation and a disclosure of a reasonable range of weight for each fraction (or the weight tolerance being used) should also be made.
- Note: When fractional representations of diamond weight are made, as described above, the disclosure of the fact that the actual diamond weight is within a specified range should be made conspicuously on every page where a fractional representation is made. Such disclosure may refer to a chart or other detailed explanation of the actual ranges used. For example, "Diamond weights are not exact; see chart on p. X for ranges."

DIAMOND STANDARDS

Diamond Weight Expressed As Fractions

| DIAMOND FRACTIONS & WEIGHT VARIANCE CHART | |
|-------------------------------------------|----------------------------|
| FRACTIONS | DIAMOND CARAT WEIGHT RANGE |
| 1/10 | 0.09 – 0.11 |
| 1/8 | 0.12 – 0.14 |
| 1/6 | 0.15 – 0.17 |
| 1/5 | 0.18 – 0.22 |
| 1/4 | 0.23 – 0.29 |
| 1/3 | 0.30 – 0.37 |
| 3/8 | 0.38 – 0.46 |
| 1/2 | 0.47 – 0.56 |
| 5/8 | 0.57 – 0.69 |
| 3/4 | 0.70 – 0.83 |
| 7/8 | 0.84 – 0.89 |
| 9/10 | 0.90 – 0.95 |

General Diamond Requirements

Unless otherwise specified, the below characteristics are not acceptable:

- Small chips, opens, or cavities on the table surface.
- Feathers or inclusions that break the table surface.
- Inclusions, feathers, chips, cavities, or breaks that threaten the durability or structure of the stone.
- Severely fluorescent, oily, chalky, cloudy, milky, opaque, or dead stones.
- Burned facets or abrasions.
- Severely out of round or disproportionate fancy shapes.
- Overly large culets, excessively thick and/or thin girdles.
- Synthetic, treated, or enhanced (lasered or fracture filled) stones.

SIMULATED STONE STANDARDS

General Quality Requirements

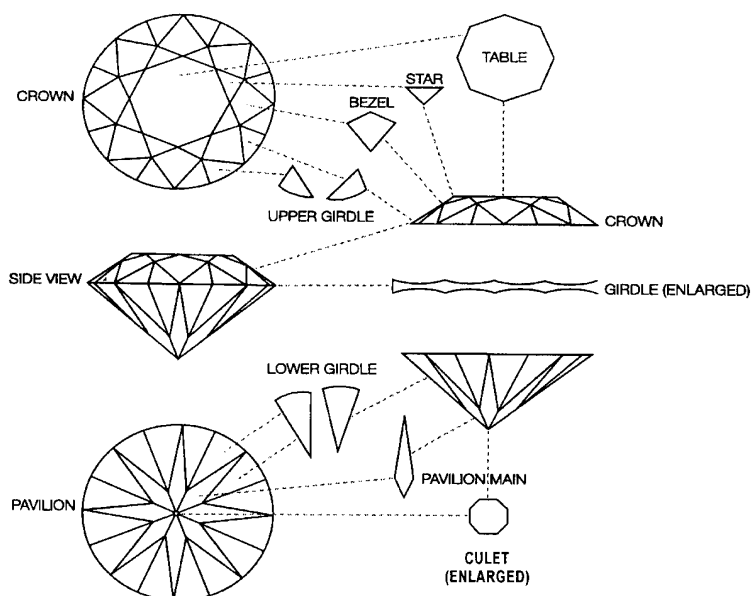
- Simulated stones must be free from all imperfections, chips, nicks, and abrasions. Faceting must be crisp, symmetrical and match in size and placement to genuine diamonds.
- Simulated stones must have superior polish, including polishing of stone girdles.
- Inferior quality CZ will not be accepted

Approved Stone Sources for Proprietary Branded Simulated Diamonds

- *Signity by Swarovski™ - <https://www.swarovski.com/en-US/s-professionals/>
- *Preciosa – <https://www.preciosa.com/en/contact>
- Elite Group (except for round machine cut) – <https://www.elitegny.com/contact-us>
- *Daloz Stones & Rough - <https://daloz-stones.com/contact/>
- *Hsin Yi Gems – <https://www.hsinyigem.com/contactus.html>
- *Imsim Gems (HK) Co. Ltd. - sales2@jewel-xf.com
- Leiboashi Jewelry Co., Ltd. - kimgc@leibaoshigem.com or inis_han@leibaoshigem.com

Straight and tapered baguettes, unique shapes/sizes and/or colored CZ may be purchased from other resources provided that Absolute™ and Diamonique™ quality standards are maintained.

Facet Arrangement of a Standard Round Brilliant



GEM STONES AND CZ STANDARDS

Diamonique / Absolute - Stone Type- Weight Charts

Diamonique / Absolute will be advertised as (CZ) Diamond Simulant (expressed as DE); all other materials as Simulated (expressed as GE) even if the vendor lists the stones as Synthetic.

- CZ - Simulated Diamonds (DE)
- Colored Material - Simulated followed by the equivalent Gem material name (GE)
- Mixed with Simulated and Synthetic stones all stones will be referred to as Simulated (GE)
- All weights will be expressed as DE or GE using the chart
- Exception: mix of CZ and Synthetic - entire collection must contain Synthetic stones in order to advertise as such only if the item is truly set with Synthetic stones. (no crystals or glass)

Determine Weight by referring to the [Diamond and Gem Equivalent Weight Chart](#)

| Stone Type | Stone Disclosure | Weight Disclosure |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|---------------------------------|
| Cubic Zirconia - Man-Made (clear) | Simulated diamond | Diamond Equivalent Weight (DE) |
| Cubic Zirconia - Man-Made(colored) <ul style="list-style-type: none"> • Colors (diamond look-alike) such as pink, yellow/canary | Simulated diamond | Diamond Equivalent Weight (DE) |
| Cubic Zirconia – Man-Made (colored) <ul style="list-style-type: none"> • Colors – (gemstone look-alike) <div>Purple color</div> <div>Violet color</div> <div>Aqua color</div> | Simulated gemstone <div>Simulated Amethyst</div> <div>Simulated Tanzanite</div> <div>Simulated Aquamarine</div> | Gemstone Equivalent Weight (GE) |
| Glass/Crystal/ Nano crystals - Man-Made (all colors) | Simulated gemstone | Gem Equivalent Weight (GE) |
| Synthetic mixed with Simulated stones (all colors) | Simulated gemstone | Gem Equivalent Weight (GE) |

Exception: mix of CZ and Synthetic - entire collection must contain Synthetic stones in order to advertise as such only if the item is truly set with Synthetic stones. (no crystals or glass)

| | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------------------------------------------------------------------------------------|
| Synthetic (created) <ul style="list-style-type: none"> • same chemical composition as natural counterpart (Ruby, Sapphire & Emerald) **other possibilities: Synthetic Opal, Synthetic Spinel | Synthetic gemstone | Actual Weight *Determine weight by digital scale. (single stone or side stones) |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------------------------------------------------------------------------------------|

GEM STONES AND CZ STANDARDS

Diamond and Gem Equivalent Weight Chart Proprietary Brands - QVC “Diamonique” / HSN “Absolute”

The Conversion Chart below provides the diamond and gem equivalent weights (DE / GE).

| CUT | MM SIZE | D/E, G/E WT | CUT | MM SIZE | D/E, G/E WT | CUT | MM SIZE | D/E, G/E WT | CUT | MM SIZE | D/E, G/E WT |
|---------------|---------|----------------|---------------|-----------|----------------|-----------------------------------|-------------|----------------|----------------------|---------------|----------------|
| ROUND | 1 | 0.005 | EMERALD | 5 X 3 | 0.25 | TRILLION | 3 X 3 | 0.1 | STRAIGHT BAGUETTE | 3 X 2 | 0.08 |
| | 1.25 | 0.01 | | 6 X 4 | 0.5 | | 3.5 X 3.5 | 0.15 | | 4 X 2 | 0.1 |
| | 1.5 | 0.015 | | 7 X 5 | 1 | | 4 X 4 | 0.25 | | 5 X 2 | 0.15 |
| | 1.75 | 0.02 | | 8 X 6 | 1.5 | | 4.5 X 4.5 | 0.35 | | 5 X 2.5 | 0.18 |
| | 2 | 0.03 | | 8.5 X 6.5 | 2 | | 5 X 5 | 0.5 | | 5 X 3 | 0.25 |
| | 2.25 | 0.04 | | 9 X 7 | 3 | | 5.5 X 5.5 | 0.75 | | 6 X 2 | 0.2 |
| | 2.5 | 0.06 | | 10 X 8 | 4 | | 6 X 6 | 1 | | 6 X 3 | 0.35 |
| | 2.75 | 0.07 | | 11 X 9 | 5 | | 7 X 7 | 1.5 | | 7 X 2 | 0.35 |
| | 3 | 0.1 | | 12 X 10 | 6 | | 8 X 8 | 2 | | 7 X 3 | 0.5 |
| | 3.25 | 0.13 | OVAL | 5 X 3 | 0.25 | SQ PRINCESS | 1.5 X 1.5 | 0.02 | TAPERED BAGUETTE | 2.5 X 1.5 X 1 | 0.01 |
| | 3.5 | 0.15 | | 5 X 4 | 0.35 | | 1.75 X 1.75 | 0.03 | | 3 X 1.5 X 1 | 0.03 |
| | 3.75 | 0.2 | | 6 X 4 | 0.5 | | 2 X 2 | 0.05 | | 3 X 2 X 1.5 | 0.05 |
| | 4 | 0.25 | | 7 X 5 | 0.75 | | 2.25 X 2.25 | 0.07 | | 3.5 X 1.5 X 1 | 0.05 |
| | 4.25 | 0.28 | | 7.5 X 5.5 | 1 | | 2.5 X 2.5 | 0.1 | | 3.5 X 2 X 1.5 | 0.08 |
| | 4.5 | 0.35 | | 8 X 6 | 1.25 | | 2.75 X 2.75 | 0.125 | | 4 X 2 X 1.5 | 0.1 |
| | 4.75 | 0.4 | | 8.5 X 6.5 | 1.5 | | 3 X 3 | 0.15 | | 5 X 2 X 1.5 | 0.15 |
| | 5 | 0.5 | | 9 X 7 | 2 | | 3.5 X 3.5 | 0.25 | | 5 X 3 X 2 | 0.25 |
| | 5.25 | 0.6 | | 10 X 8 | 3 | | 4 X 4 | 0.4 | | 6 X 3 X 2 | 0.3 |
| | 5.5 | 0.7 | | 11 X 9 | 4 | | 4.5 X 4.5 | 0.5 | ASSCHER | 4 | 0.3 |
| | 5.75 | 0.8 | | 12 X 10 | 5 | | 5 X 5 | 0.75 | | 4.5 | 0.5 |
| | 6 | 0.9 | MARQUISE | 4 X 2 | 0.1 | | 5.5 X 5.5 | 1 | | 5 | 0.6 |
| | 6.25 | 1 | | 5 X 2.5 | 0.15 | SQ PRINCESS w/blunt corners | 6 X 6 | 1.25 | | 5.5 | 0.8 |
| | 6.5 | 1.25 | | 5 X 3 | 0.18 | | 6.5 X 6.5 | 1.5 | | 6 | 1.2 |
| | 7 | 1.5 | | 6 X 3 | 0.25 | | 7 X 7 | 2 | | 6.5 | 1.5 |
| | 7.5 | 1.75 | | 7 X 3.5 | 0.35 | | 8 X 8 | 3 | | 7 | 2 |
| | 8 | 2 | | 8 X 4 | 0.5 | | 4 | 0.4 | | 7.5 | 2.25 |
| | 9 | 3 | | 10 X 5 | 1 | | 4.5 | 0.5 | | 8 | 2.5 |
| | 10 | 4 | | 11 X 5.5 | 1.5 | | 5 | 0.7 | | 8.5 | 3 |
| | 10 | 4 | | 12 X 6 | 2 | | 5.5 | 1 | | 9 | 4 |
| SQ RADIANT | 4 | 0.25 | | 13 X 6.5 | 2.5 | | 6 | 1.2 | | 9.5 | 4.5 |
| | 4.5 | 0.5 | | 14 X 7 | 3 | | 6.5 | 1.5 | | 10 | 5.5 |
| | 5 | 0.75 | | 15 X 7.5 | 3.5 | | 7 | 2 | | 11 | 6 |
| | 5.5 | 1 | | 16 X 8 | 4 | | 7.5 | 2.25 | | 12 | 8 |
| | 6 | 1.25 | SQ CUSHION | 4 | 0.25 | | 8 | 2.5 | PEAR | 5 X 3 | 0.25 |
| | 6.5 | 1.5 | | 4.5 | 0.5 | | 8.5 | 3 | | 6 X 4 | 0.5 |
| | 7 | 2 | | 5 | 0.6 | | 9 | 3.75 | | 7 X 5 | 0.75 |
| | 7.5 | 2.5 | | 5.5 | 0.9 | | 9.5 | 4.5 | | 8 X 5 | 1 |
| | 8 | 3 | | 6 | 1 | | 10 | 5.5 | | 9 X 6 | 1.5 |
| | 8.5 | 3.5 | | 6.5 | 1.5 | HEART | 4 X 4 | 0.25 | | 10 X 7 | 2 |
| | 9 | 4 | | 7 | 2 | | 5 X 5 | 0.5 | | 12 X 8 | 3 |
| | 9.5 | 4.75 | | 7.5 | 2.25 | | 6 X 6 | 1 | CUSHION | 5 X 5 | 0.75 |
| | 10 | 5.5 | | 8 | 2.5 | | 6.5 X 6.5 | 1.25 | | 6 X 6 | 1 |
| | 10.5 | 6 | | 8.5 | 3 | | 7 X 7 | 1.5 | | 7 X 7 | 1.75 |
| | 11 | 7 | | 9 | 3.5 | | 8 X 8 | 2 | | 8 X 8 | 2.5 |
| | 12 | 9 | | 9.5 | 4 | | 9 X 9 | 3 | | 9 X 9 | 3.25 |
| | | | | 10 | 5.5 | | 10 X 10 | 4 | | 10 X 10 | 4 |
| | | | | 10.5 | 6 | | 11 X 11 | 5 | | 11 X 11 | 4.75 |
| | | | | 11 | 6.5 | | | | | | |
| | | | | 12 | 8 | | | | | | |

PEARL STANDARDS

Cultured pearls must conform to the general gemstone quality requirements and the specific standards outlined within this section. It is the Vendor's responsibility to accurately and completely identify the type of any pearl product and treatments as stated within the GIA lab report.

The correct name, nature of the pearl product, and all unusual characteristics must be declared and disclosed within the jewelry product specification. The Vendor must also disclose the type of stringing material, thickness and any special qualities.

- Items using ½ drilled pearl may be set on a hidden peg and/or prongs.
- Pearls that are not strung must be ½ drilled and seated on a cup and peg that is proportionate to the pearl size. The use of glue only (without cup and peg) to hold a pearl in the mounting is unacceptable.
- Minimum knotting requirement for all pearl strands is one knot for every quarter section of length.
- Knotting is preferred between each pearl on Akoya, Tahitian, South Sea, and spherical freshwater strands. Pearls must be tied off at the clasp by going back through a minimum of three pearls.
- Wire wrapping must be wrapped tightly, straight and neat with ends tucked in.

7 Pearl Quality Grading Factors:

• Size, Shape & Matching

- Pearls must match in size, body color, overtone, and luster.
- Spherical pearls or pearl strands are to be measured perpendicular to the drill hole & stated in half-millimeter size ranges (6.0 - 6.5mm).
- Individual baroque and mabe pearls 8mm or larger can have ±0.5mm tolerance from the stated millimeter size. Pearls over 10mm are allowed a ± 1mm tolerance.
- Pearl strands with round pearls 8mm or greater in diameter will have a length tolerance of -¼ to +½ inch.
- Use of ¾ pearls is acceptable, only if they are set so that the cut section is not exposed.

• Color & Luster

- Pearls must have a smooth, iridescent finish with no evidence of peeling.
- Individual spherical pearls or pearl strands are to be measured perpendicular to the drill hole, stated in half-millimeter size ranges (6.0 - 6.5mm). All must fall into the size range stated.
- Color ranges for dyed black pearls may be determined acceptable based on established color ranges.
- Color ranges for black Tahitian pearls must stay within one color series (i.e., gray, peacock, blues, etc.)
- Dyed pearls will be subjected to testing for colorfastness.

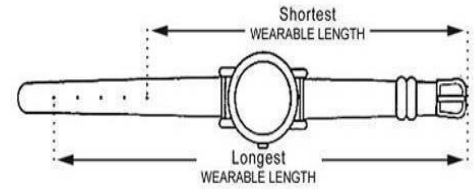
• Surface & Nacre Quality

- Blinking (visibility of the mother-of-pearl nucleus due to thin nacre) should not be excessive.
- Blisters on pearls that open and expose the nucleus are unacceptable.
- Circlé pearls must contain one or more grooved or ridged rings on the surface of the pearl.

WATCH STANDARDS

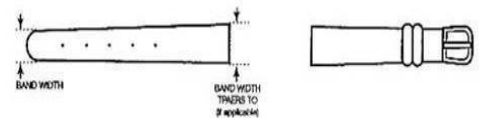
Case Measurements and Sizing Tolerance

- Length: including lugs.
- Width: including crown.
- Height: measure from back of case to top of crystal.



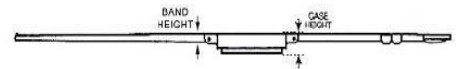
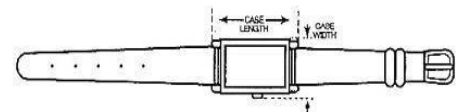
Strap Measurements and Sizing Tolerance

- Length: entire length including buckle
 - Shortest wearable length (fit size)
 - Longest wearable length (fit size)
- Width: including widest point
- Height: measure from back of band to top of band thickest point
- Genuine leather bands must be hot stamped "GENUINE LEATHER".



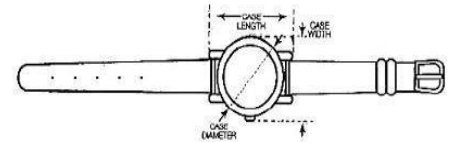
Construction

- Lugs should be drilled deep enough to accommodate the strap pins; the pins must be the appropriate length.
- Accessories must assemble, fit and operate as intended.
- Dials must be oriented correctly.
- Holes in band/strap must be evenly spaced and punched all the way through.
- Leather and fabric materials must be colorfast.



Water Resistant / Shock Resistant Ratings Requirements

- If shock-resistant, the word "SHOCK-RESISTANT" must be marked on the watch.
- If water-resistant, the word "WATER-RESISTANT" must be marked on the watch, stamped on case back or marked on dial with depth (not required for nationally recognized brands).
- Inclusion of a water-resistant rating and depth chart is recommended.
- Use of the term "water-proof" is not acceptable.



Instructions / Warranties

- Instructions for use and care of the watch must be included.
- All warranties must comply with the [Magnuson-Moss Warranty Act](#), and all applicable federal and state laws.
- Vendor is required to maintain a copy of all warranties which will be made available to the QxH customer upon request. QxH may reject a warranty if it is misleading, meaningless, illegal or overly restrictive.
- QxH cannot accept customer returns for warranty service or repair.
- All products offering a warranty must include a warranty card/document identifying the length of warranty period, limitations, instructions where to send and cost for service, approximate return time, etc.

CERTIFIED AND LIMITED-EDITION MERCHANDISE

Minimum Requirements for Limited Edition Items

Only items that are numbered collectible items will be reviewed as Limited-Edition items.

At the time of First Piece Sample Submission, the Vendor needs to provide a document that clearly states the nature, extent or duration of the limited production. An electronic document is preferable.

The specific product information needs to be stated within the advertised information.

QXH may require that each individual product include a printed Certificate of Authenticity, which would be placed within the packaging of the selling unit.

Numbering on the certificate must correspond with the number on the product itself. For example, if a unit is marked as number 617, and there are 5,000 units of such product, then the certificate accompanying the unit must state “Number 617 of 5,000” or similar language.

Certificate of Authenticity

The need for a Certificate of Authenticity is at the discretion of Corporate QA.

Certificates may be required for the claim of limited edition and other special claims of authenticity.

Products that generally require a Certificate of Authenticity are as follows: “High End” products such as dolls, collectables where the limited nature of the item is a primary selling feature.

Substantiation of the Claim of Authenticity may be required depending on the nature and extent of the claim. See above section re: Claims Substantiation.

AUTOGRAPHED MERCHANDISE

Minimum Requirements for Autographed Merchandise

Whenever a signature on a product is marketed as a valuable selling feature, the Vendor must clearly indicate whether the signature is an autograph or a facsimile reproduction.

The definition of “autograph” is any signature which is authentic, original and manually - written by the person whose name is reflected in the signature.

The word “autograph” cannot be used when referring to a copied signature or a signature created by another person or mechanical device (e.g., auto-pen signature).

Any ‘signature’ or ‘autograph’, reproduced in decal, stamp, etc. form, which is applied to an item shall be referred to as a ‘replica’.

QxH accepts book plates as a means of autographing books.

Book plates must be made from high quality, heavy stock paper. Book plates must be permanently secured to the book, usually within the first few pages, in a neat and professional manner.

If the Vendor claims that the signature is an authentic autograph, then it must include, within the packaging of each individual product, a certificate or stamp that proclaims the authenticity of the autograph.

Additionally, a letter must be submitted to Corporate QA that authenticates the autograph, includes a sample of the autograph that will appear on the item and references the QxH item number and purchase order number to which the autograph is associated.

The certificate or stamp and letter must be submitted to Corporate QA along with the Product Spec or First-Piece Sample (when required).

PRODUCT SAFETY & RECALLS

Product Safety and Product Recalls

It is the policy of QxH to comply with all laws and regulations regarding product safety. Despite best efforts and due diligence, we know circumstances may arise which require reporting product safety issues to the Consumer Product Safety Commission (CPSC) or for products to be recalled by the CPSC or by the manufacturer, distributor, vendor, or even QxH itself.

The Consumer Product Safety Act (15 U.S.C.) or CPSA obligates any manufacturers of a consumer product distributed in US commerce, or any distributors or retailers of such a product, who obtains information reasonably supporting the conclusion a product presents a substantial product hazard, to immediately report the product hazard to the CPSC.

Any manufacturer, distributor, or vendor who has made such a report to the CPSC or is aware of a product recall affecting a product they have sold to QxH must notify us immediately via email to compliance@zulily.com or in writing to:

QxH
Attn: General Counsel
1200 Wilson Drive
West Chester PA 19380-4262

It is the policy of QxH to notify all customers who purchased a recalled product, by way of letter or email outlining the nature of the product hazard as well as the remedies available to them. QxH reserves the right to recover from vendors all costs associated with a product recall, including but not limited to incremental freight, labor, materials costs, returns processing, cost of goods, lost margin, and other processing costs.