



REPAIR SERVICE

HRA GROUP

INTRODUCING HRA'S DIAMOND REPAIR SERVICE

We understand the need for a simple, efficient, and reliable solution to the challenges of recutting your diamonds in North America. Recognizing this gap, we are pleased to offer professional diamond recutting services in our Toronto facilities that match the technical capabilities of our globally recognized facility. This cost-effective and convenient service is designed to make your life easier adding flexibility and ease to your current business.

OUR SERVICE HIGHLIGHTS

- Recutting damaged diamonds
- Upgrading poorly cut diamonds
- Girdle inscription removal
- Efficient and quick turnaround times
- Cost effective solutions

SUBMIT A REQUEST

[Use this form](#) to submit your diamond repair request and let our team take it from here.

We will handle everything from shipping back and forth to sending the diamonds to GIA recertification, ensuring a seamless, easy-to-use process.

SERVICE	ROUND	FANCY
Inscription Removal	\$10.00	\$10.00
Closing Culet	\$60.00	\$60.00
Girdle Faceting	\$25.00	
Minor Repairs/Repolish	\$175.00	\$175.00
Round 3EX (Full Recut)	\$255.00	
Fancy VG+/VG+ (Full Recut)	\$185.00	\$185.00
Consultation	\$50.00	\$50.00

ADDITIONAL SERVICES	
Priority Service	50% for 5-business day turnaround
Certification	Pass-through
Minimum Weight Fee Calculation	0.50ct
Shipping	Pass-through

1. Use [this link](#) to access the PO submission page. Fill out your customer details, basic item description and service required.

HRA GROUP
Repair service request

The fields that are marked with a * are required to submit the form.
Behind this input webform is a set of improved process management tools that will make us better at what we do at HRA.

Customer name *

Address *

Contact name *

Email *

PO date
08/02/2024

Regular Rushed

How many pieces are in the package?
 Single Multiple

Serial number *

Service required *
Please select Other

Critical weight

Certification required
None

Insured value
USD \$

Do you require a shipping label to send the package to us?

Additional comments

2. Once the PO form is submitted, you will receive a confirmation email similar to the example email pictured below.

Dear

Thank you for submitting your repair request. We have **received** your request and will get back to you shortly with the following:

- The approved **PO** to print and include in the package to us.
- Username and password for the [portal](#) for visibility on progress and other communication.

Your **PO** has been submitted with the following information:

PO#: PO24213001
Request Date: 07/31/2024
Serial Number: esh-001

Service Required:

- Consultation - RB: \$50 - Fancy: \$50
- RB 3EX (Full Recut) - RB: \$225
- Inscription Removal - RB: \$10 - Fancy: \$10

Additional Services: N/A

Critical Weight: 1.00
Certification Required: N/A
Insured Value: 3,000.00 USD
Additional Comments: test

3. Once your PO is approved by us, you will receive another notification email from the system providing you with a login and password to the portal.

Dear

PO24214001 has been approved.

PO#: PO24214001

Request Date: 08/01/2024

Approval Date: 08/01/2024

Approved By: Administrator

Use the account details below to access the [portal](#), where you will be able to keep up to date on the progress of your **PO**:

Username:

Password: Zjml dfrH1A

Details about your **PO**:

Serial Number: 123

Service Required:

- Girdle Faceting - RB: \$25
- Inscription Removal - RB: \$10 - Fancy: \$10

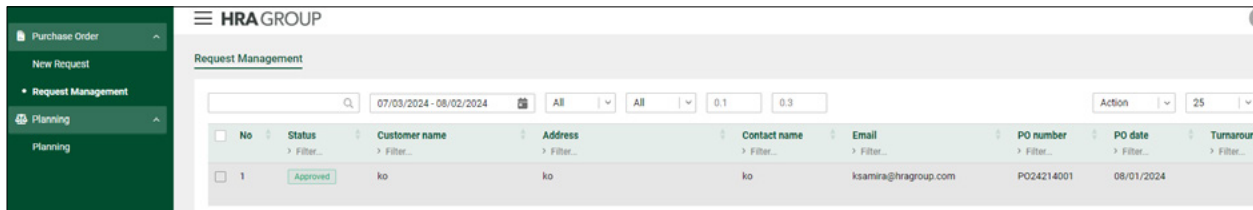
Additional Services: N/A

Critical Weight: 0.00

Certification Required: N/A

Insured Value: 500.00 USD

4. Use your login credentials to access the portal. Once logged in, you can view the progress of your PO and/or other requests that have been submitted, and you can also communicate with our team.



5. Once the work on your request is complete, we will send you a notification letting you know of the return tracking number and the invoice for the work. If a diamond needs to go to the laboratory, we will let you know it has been sent, the grades it received, and when it has been sent back to you.

Please do not hesitate to reach out to our team should you have any questions about this service. We are more than happy to assist with your needs.