

Working with Osia: trade policies

A short guide to how we work with trade accounts. If something here does not answer your question, your account manager can help.

1. Portal status

Our B2B portal is currently in beta and we are adding features steadily. The diamond sections are complete: every listing carries the full specification and certificate details. The jewellery listing is still a work in progress, and gold weight is being added to each piece.

2. Product information

Diamonds: full specifications, certificate details, and certificate links are on each diamond page. Jewellery: metal and colour, size, diamond weight, gemstone weight, and stone counts are shown on each piece. We upload photographs of finished products. CAD files and design files for the products we show are kept in-house, as they are Osia's property and are covered by NDAs. When you place a bespoke or custom order with us, the CAD and related files for that order are released to you.

3. Sizes and modifications

Finished jewellery is carried in a single size. Resizing and other modifications are available at an extra cost. Because metal and stone prices move with the market, modification costs are quoted weekly rather than listed as a fixed fee.

4. Ordering finished pieces

Finished pieces are paid in full with no deposit. After payment we confirm the piece is still available and then dispatch it. Our stock rotates between our offices, so please check a product's status before placing an order.

5. Custom and bespoke orders

We accept bespoke and made-to-order work. A 50% deposit starts production and the balance is due before shipment. Typical lead times are on our Shipping page, and a commission starts from a request on the portal.

6. Shipping, insurance and customs

Orders ship by DHL Express or FedEx, insured for the full declared value, with signature on delivery. Shipping and insurance are quoted case by case. VAT, duties and all import charges are borne by the customer. FOB or DAP terms are available on request for accounts with their own customs broker.

7. Returns, exchanges and discrepancies

Please report any shipping damage or discrepancy within 48 hours of delivery, with photos. Other return or exchange requests are handled case by case by your account manager.

8. Warranty

Finished pieces carry a 30-day warranty from the date you receive them. It covers manufacturing defects only and does not cover wear and tear.

9. Pricing and discounts

Wholesale pricing is applied to your approved account and tier, and may change with market conditions and currency movements. There is no minimum order value for trade accounts buying from the live catalogue.

10. Images and product data

Photographs, product data, and pricing on the portal are provided for evaluating and placing orders. They may not be copied, republished, or loaded into other systems or stores without our written permission.

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