

## 1. Jewelry Types

Q: What types of jewelry are available?

A: Common types include rings, earrings, necklaces, bracelets, and anklets. Each serves unique purposes such as fashion, gifting, or symbolic representation.

## 2. Jewelry Materials

Q: What are the differences between gold, silver, and rose gold?

A:

Gold: Durable, classic, great for daily and formal use.

Silver: Affordable, elegant, best for occasional wear. Needs polishing.

Rose Gold: Fashionable, durable, warm-toned. Ideal for trendy or romantic styles.

## 3. Gemstones & Meanings

Q: What do different gemstones symbolize?

A:

Sapphire: Loyalty and wisdom

Emerald: Love and vitality

Ruby: Passion and protection

Diamond: Purity and eternal love

#### ◆ 4. Ring Types

Q: What types of rings are available?

A: Rings include engagement rings, wedding bands, promise rings, and casual fashion rings.

#### ◆ 5. Customization Options

Q: Can I customize a ring?

A: Yes. You can choose metal, gemstone, ring size, engraving, and setting style.

#### ◆ 6. Jewelry Care

Q: How do I care for my ring?

A: Avoid chemicals, remove before physical work, clean with mild soap, and store in soft cloth or pouches.

#### ◆ 7. Ring Size Guide

Q: How can I find my ring size?

A: Use a ring sizer tool or printable chart. For gifts, estimate using a ring that fits the same finger.

#### ◆ 8. Style Preferences

Q: Which jewelry styles are trending?

A:

Traditional: Cultural, ornate, usually gold

Modern: Minimalist, often silver or white gold

Casual: Lightweight and versatile

◆ 9. Occasion Recommendations

Q: Which ring suits a wedding or gift?

A:

Wedding: Gold or diamond rings

Engagement: Diamond or sapphire

Gift: Emerald, ruby, or custom rings

Daily wear: Durable metals like gold or rose gold

◆ 10. Price Guidance

Q: What affects ring prices?

A: Metal type (gold is more expensive), gemstone (diamonds cost more), craftsmanship, and weight.

◆ 11. Authenticity

Q: How do I know the jewelry is genuine?

A: Look for certification (e.g., GIA for diamonds) and hallmarks like “14K” or “925” for silver.

◆ 12. Returns & Exchanges

Q: Can I return or exchange the ring?

A: Most sellers allow returns within 7–30 days. Custom or engraved items may not be returnable.

### ◆ 13. Shipping Info

Q: How long does delivery take?

A: Standard shipping: 5–7 business days. Express options may be available.

### ◆ 14. Common FAQs

Q: Can I resize a ring later?

A: Yes, most rings can be resized by jewelers.

Q: What if I don't know the recipient's size?

A: Try using one of their current rings or ask our support team for help estimating.

### ◆ 15. Trends & Tips

Q: What are the current jewelry trends?

A: Stackable bands, minimalist rings, and mixed metals are popular in 2025.

### ◆ 16. Match by Skin Tone

Q: What ring color suits my skin tone?

A:

Cool skin: Silver, white gold; sapphire, emerald

Warm skin: Gold, rose gold; ruby, emerald

Neutral skin: Any metal or gemstone works

### ◆ 17. Engraving

Q: Can I engrave a ring?

A: Yes. You can add initials, names, or short phrases. Font selection may be available.

#### ◆ 18. Payment Options

Q: What payment methods are accepted?

A: Credit cards, PayPal, UPI, and EMI (if eligible).

#### ◆ 19. Warranty & Repairs

Q: Do rings come with a warranty?

A: Yes, most rings have a 6–12 month warranty covering defects, resizing, or repairs.

#### ◆ 20. Contact Support

Q: How can I contact customer support?

A: Use live chat, email, or phone. Our hours are 9 AM to 6 PM. We help with orders, customization, and returns.

### 21. Determine the Skin Tone

#### Cool Skin Tones

- Undertone: Pink, red, or bluish
- Vein color: Blue or purple
- Best ring materials:
  - Silver
  - White gold
- Best gemstones:
  - Sapphire (blue)
  - Emerald (green)
  - Diamond (clear/white)

## Warm Skin Tones

- Undertone: Yellow, peachy, or golden
- Vein color: Green
- Best ring materials:
  - Yellow gold
  - Rose gold
- Best gemstones:
  - Ruby (red)
  - Emerald (green)
  - Diamond (clear)

## Neutral Skin Tones

- Undertone: Mix of warm and cool, or no clear undertone
- Vein color: Hard to tell / a mix of blue and green
- Best ring materials:
  - All materials work well (Silver, Gold, Rose Gold)
- Best gemstones:
  - All gems are suitable – choose based on personal preference or outfit

## 22. 1. Gold

- Usage Suitability: Ideal for daily wear and special occasions
- Durability: Highly durable, especially in 14k and 18k forms
- Tarnish Resistance: Excellent – resists rust and corrosion
- Occasions:
  - Engagements and weddings
  - Anniversaries
  - Formal events

- Additional Notes:
  - Timeless and classic appearance
  - Hypoallergenic (especially yellow gold)
  - Requires occasional polishing to maintain shine

## 2. Rose Gold

- Usage Suitability: Suitable for both daily wear and fashion jewelry
- Durability: Stronger than yellow gold due to copper content
- Tarnish Resistance: Good – copper alloy increases hardness
- Occasions:
  - Romantic gifts (Valentine's Day, anniversaries)
  - Trendy or vintage-style events
  - Casual to semi-formal settings
- Additional Notes:
  - Has a warm, pinkish hue that suits most skin tones
  - Not hypoallergenic (contains copper – may cause irritation in sensitive skin)
  - Low maintenance, doesn't require frequent polishing

## 3. Silver (Sterling Silver)

- Usage Suitability: Best for occasional wear
- Durability: Softer and more prone to scratches and bending
- Tarnish Resistance: Prone to tarnishing – needs regular cleaning
- Occasions:
  - Casual outings
  - Fashion statements
  - Budget-friendly gifts
- Additional Notes:

- Affordable and lightweight
- May require replating or polishing over time
- Can cause allergic reactions in some if not pure

### **Gemstone and Ring Material Compatibility Knowledge Base**

1. **Sapphire with Silver** – Perfect match. The cool tone of sapphire pairs beautifully with the cool tone of silver, creating an elegant and balanced look.
2. **Sapphire with White Gold** – Highly compatible. Enhances the richness of the blue gem without overpowering it.
3. **Sapphire with Gold** – Less suitable. The warm tone of gold can clash with the cool blue of sapphire, making the combination look mismatched.
4. **Sapphire with Rose Gold** – Often unappealing. The coolness of sapphire may not visually harmonize with the warm, pink hue of rose gold unless styled with care.
5. **Emerald with Gold** – Excellent combination. The warmth of gold enhances the vivid green of emerald, creating a classic and luxurious appearance.
6. **Emerald with Rose Gold** – Strong match. Offers a soft, romantic contrast that adds depth and elegance.
7. **Emerald with Silver** – Less desirable. The cool-on-cool combination can result in a dull or muted appearance unless the design is very bright.
8. **Emerald with White Gold** – Can feel too cold or sterile unless well-styled. Use with caution.
9. **Ruby with Gold** – Ideal match. Bold and traditional, this combination is often seen in vintage or regal designs.
10. **Ruby with Rose Gold** – Great pairing. The warm tones work together to create a rich and passionate visual effect.
11. **Ruby with Silver** – Poor match. The warm red of ruby tends to overpower the cool silver, resulting in a mismatched look.
12. **Diamond with Gold** – Excellent. The clear sparkle of diamonds complements the warm richness of gold.
13. **Diamond with Silver** – Excellent. Diamonds reflect the brightness of silver for a clean and modern look.



14. **Diamond with Rose Gold** – Excellent. The warm pink metal adds a romantic touch to the brilliance of the diamond.

#### **Summary of Best Combinations:**

- **Gold** pairs best with **Emerald, Ruby, and Diamond**
- **Silver** pairs best with **Sapphire and Diamond**
- **Rose Gold** pairs best with **Ruby, Emerald, and Diamond**

#### **Combinations to Avoid or Use Cautiously:**

- **Sapphire with Gold or Rose Gold** – Risk of tonal clash
- **Emerald with Silver or White Gold** – May look dull without the right styling
- **Ruby with Silver** – High contrast that may feel mismatched

#### **Gem and Material Selection by Budget**

##### ◆ **Step 1: Identify User's Budget**

#### **Prompt Example:**

- “What’s your budget for the ring?”
- “Are you looking for something budget-friendly, mid-range, or premium?”

##### ◆ **Step 2: Budget Ranges and Recommendations**

#### **If Budget is Low (Budget-friendly):**

- Recommend **Silver** as the ring material (most affordable).
- Suggest smaller or lab-created versions of gemstones.
- Recommend **sapphire** or **emerald** over diamond and ruby.
- Mention that choosing **no stone** or a **smaller stone size** also reduces cost.

#### **If Budget is Medium (Mid-range):**

- Recommend **Rose Gold** as a good balance between price and appearance.
- Suggest **emerald, ruby, or diamond (small size)**.

- Offer standard designs without heavy customization.

**If Budget is High (Premium):**

- Recommend **Gold** or **White Gold** ring materials.
- Suggest **Diamond, Ruby**, or larger-sized stones.
- Include premium features like engraving, unique designs, and certifications.

◆ **Step 3: Suggest Adjustments if the Ring is Too Expensive**

**If user says the ring is too expensive, suggest one or more of the following:**

**1. Change the Ring Material:**

- From **Gold or Rose Gold** → **Silver**
- Silver is significantly more affordable and still durable.

**2. Change the Gemstone:**

- From **Diamond or Ruby** → **Sapphire or Emerald**
- These stones are visually stunning but more budget-friendly.

**3. Reduce the Stone Size:**

- A smaller gem will dramatically lower the cost while maintaining beauty.

**4. Choose Lab-Created Stones:**

- Mention that lab-grown diamonds or gems offer similar appearance and quality at a lower cost.

**5. Skip the Gemstone:**

- Suggest minimalist bands or engraved-only rings for elegance on a budget.

◆ **Step 4: Confirm and Guide**

**Prompt Example:**

- “Would you like to explore silver rings with a sapphire instead?”
- “I can show you some beautiful emerald options within your budget.”
- “Shall I filter rings under [user's budget] for you?”

## Training Instructions: Gemstone & Ring Material Recommendation Based on Customer Budget

### ◆ 1. When Customer Enters a Budget

#### Trigger:

User provides a specific budget (e.g., “I have \$200,” “My budget is ,” or selects from options like low, medium, high).

#### Action:

##### 1. Extract the amount and determine the range:

- **Low Budget:** Under \$6000
- **Medium Budget:** \$6000–\$10000 /
- **High Budget:** Over \$10000

##### 2. Select suitable combinations based on budget:

#### Low Budget:

- **Ring Material:** Silver
- **Gemstone:** Sapphire or Emerald
- **Notes:**
  - Suggest smaller stones or simulated gems
  - Recommend minimalist or no-stone rings
  - Mention lab-grown gems as alternatives

#### Response Example:

*“Based on your budget, I recommend a silver ring with a sapphire or emerald. We can also explore lab-created gems for the same beautiful look at a lower cost.”*

### ● Medium Budget:

- **Ring Material:** Rose Gold or selected lightweight Gold rings
- **Gemstone:** Emerald, Ruby, small Diamond
- **Notes:**

- Standard gemstone size
- Some engraving or light customization available

**Response Example:**

*“You have great options in rose gold or lightweight gold bands. Emeralds, rubies, or small diamonds will fit well in your price range.”*

● **High Budget:**

- **Ring Material:** Gold (14K/18K), White Gold
- **Gemstone:** Diamond, Ruby, large Emerald
- **Notes:**
  - Full customization and engraving
  - Premium cuts, settings, and certifications

**Response Example:**

*“With your premium budget, I recommend a gold or white gold ring paired with a diamond or ruby. Custom engraving and larger stones are easily available.”*

◆ **2. If the Selected Option is Too Expensive**

**Trigger:**

User indicates a selected ring is over budget or says things like “That’s too much” or “Can I get it for less?”

**Actions to Suggest:**

- 1. Change Ring Material**
  - “Would you like to try the same design in silver or rose gold?”
- 2. Change Gemstone**
  - “Sapphire or emerald offers a stunning look for less than diamond or ruby.”
- 3. Reduce Gem Size**
  - “Choosing a smaller gemstone can bring the price down significantly.”
- 4. Use Lab-Grown Alternatives**
  - “Would you like a lab-created stone that looks identical but costs much less?”

## 5. Switch to Minimalist Design

- “I can show you elegant, plain bands with optional engraving under your budget.”

## ◆ 3. If No Budget Is Provided

### **Prompt the User:**

- “What’s your ideal budget range for the ring?”
- “Would you like to explore budget-friendly, mid-range, or premium options?”
- “Are you looking for a gift, a daily wear ring, or a special occasion piece?”