

Shipping Instructions & Checklist

City Gems Lapidary & Jewelry Mfg

How to send your rough stones to us, step by step. Read each step, then check off the items as you go.

STEP 1 Prepare & pack

Get your stones ready and gather the details we'll need for customs and for your order. Weigh and count everything before you seal the box — it's much easier now than after it's packed.

- Note the kind of stone for each item (e.g. sapphire, spinel, garnet)
- Note the total weight in grams or carats
- Note the quantity per stone type (e.g. sapphire 50 pcs, garnet 37 pcs)
- Decide a declared value for customs purposes only
- Download our commercial shipping invoice template, or use your own
- Fill in the invoice with the details above
- Print the invoice and place a copy inside the parcel
- Keep a digital copy of the invoice — you'll upload it in Step 3

Label the outside of the parcel with the address below, written exactly as shown, and use the customs description and HSN code given — not “raw gems” or “rough gems”.

Ship to	Azard Fazahir, City Gems Lapidary & Jewelry Mfg
Address	246/3/111 Matale Road, Akurana, Sri Lanka, 20850
Phone	+94-814-474816 / +94-772866467
Customs description	Mineral Rough Specimens
HSN code	710310

- Label the parcel with the address above, written exactly as shown
- Write the customs description and HSN code above on the customs form

STEP 2 Ship to us

Send the parcel by Postal Express (EMS) or courier (FedEx, UPS, DHL). We recommend EMS or FedEx — both are faster, safer and easy to track online.

- Choose EMS or FedEx
- Ship to the address in Step 1
- Keep the tracking number — you'll need it in Step 3

STEP 3 Submit your order

Once the parcel is on its way, complete the order submission form. This puts everything on file before your stones arrive, and lets us respond quickly if Sri Lankan customs asks for shipment information.

- Go to the order submission form — gemcuttingservice.net/order-submission
- Enter your tracking number
- Enter the shipment contents (stone type, weight, quantity)
- Upload your copy of the commercial shipping invoice
- Upload any cutting instruction images, or type your instructions in the message box

STEP 4 **We process & return**

Nothing further needed from you here. We'll stay in touch with you throughout — confirming receipt of your parcel, updating you as we cut, treat or set your stones, sending your detailed invoice, and letting you know once your finished stones are on their way back with tracking. We ship within 4–7 business days of receiving payment.