

Phoenix Diamonds is an International internet trading company based in the UK, specializing in the creation of **memorial diamonds** from both ashes ('Cremains') and hair of your loved-one be this a partner, relative, best friend or pet animal.

We make REAL diamonds created in a laboratory which have exactly the same attributes and characteristics of natural diamonds, they are NOT fake, synthetic or imitation (like Moissanite or Cubic Zirconium).

As we can also make these diamonds from hair, the person or pet may not be being cremated and may not even be deceased.

Having more than one website and trading for a number of years, we have learned a great deal about what you may now be asking yourself and of us, so we have prepared this literature in the form of 'Frequently Asked Questions & Answers along with photographs.

If you have ANY further questions, please contact us by e-mail, telephone or snail-mail, we welcome your enquiries and questions not answered here.

THE TOP QUESTION.....

Are the diamonds real?

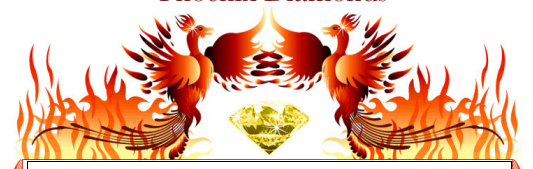
Of course, they have ALL the exact same properties of natural mined diamonds but are termed 'created diamonds' or laboratory grown diamonds, they are extremely difficult to tell from their natural counterparts. These are not diamond imitations like CZ (Cubic Zirconium) or Moissanite (Silicon Carbide) or any of the other vast number of **synthetics** available.

Is the diamond made from just ashes?.

Our initial product was from 'cremains' only, but now we can use hair, so this process enables us to create a diamond from either a still **living person or a pet** or someone being buried not cremated. *We can also convert nails and horn.*

What colours can be made

It is possible to make diamonds in **shades** blue, pink, red and green but the usual outcome using human or animal material is **canary yellow** to light amber. The extra fancy colours are more expensive and much more difficult to create to order – but not impossible. With only one chance to use the donated material, we can almost guarantee a yellow hue. This unusual colour can cost many thousands of dollars when found in natural rare stones called 'fancies'.



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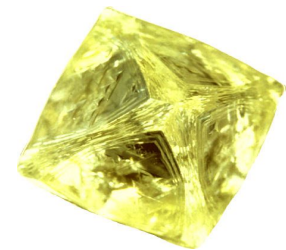
sales@phoenix-diamonds.com

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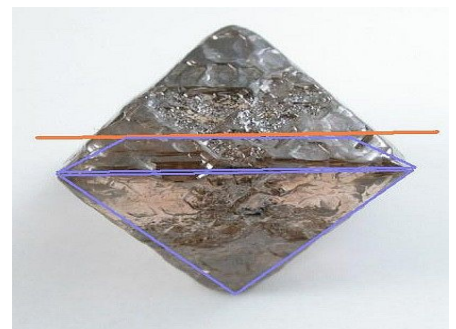


Colour examples of man-made diamonds and the rough crystals

©GIA



A 3.5 carat rough crystal in the octahedron shape with a visible 'inclusion' (actually carbon of the donated material)

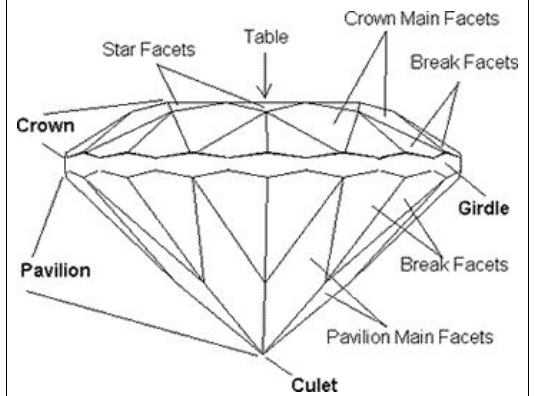


Cleaving the raw crystal an ideal shape for the 'Princess' (square) cut



The ratios of angles are crucial, too shallow or too deep and the reflected light is lost

The Anatomy is very important



How do you make them?

Natural and man-made diamonds are basically carbon. It has been possible to make real diamonds since the 1950's. The special process creates a unique raw diamond crystal from either 'cremains' (cremation ash) or hair using extracted pure carbon. Obviously the process is a trade secret, patented and extremely scientific, but put simply we emulate nature by using fantastic **heat**, massive **pressure**, over a long time - but instead of millions of years it can be achieved in a few months. We then cut and polish the created diamond crystal just like natural mined ones have been for hundreds of years.

Is the diamond real and actually made from my ash/hair?

The resultant gem is absolutely unique and the last remnants of your loved-one, it is a REAL diamond with all the same properties as natural diamonds but 'created', still just as precious, a memorial for you to keep and pass from generation to generation.

How do I know it is a diamond made using my donation?

Trust us!!!. We have absolutely no reason to cheat you. We feel compassionate and privileged to be able to provide you with an everlasting and valuable memorial. All orders are uniquely identified throughout from collection, manufacturing and delivery. It would be much easier for us to simply give you a pre-made flawless diamond rather than interrupt manufacturing for the trade, but we take pride in being able to actually make a real and totally unique diamond in this way just for you.

Is the diamond flawless?

This answer goes along with the above (another frequently asked question). The straight answer is mainly "No". Just as in nature, many diamonds have flaws and inclusions. The material you donate is as unique as the resultant diamond, we do not know until the process is complete. The very experienced cutter avoids such inclusions and flaws as much as possible and the highly polished 'brilliant cut' allows all the flare and fire to flash from the stone.

How much does it cost?

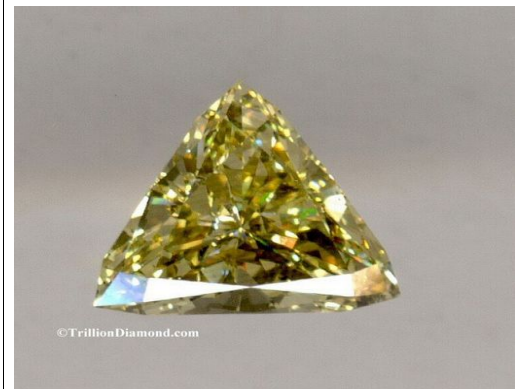
For a 1 carat canary, brilliant cut, loose diamond (approx' 6.5mm round) the total price to date is **£3985** and **pro-rata** down the sizes we offer. We realize this is an important decision not taken lightly, but if your funds are limited, chose a size to match your budget. We would not recommend a stone smaller than .25 carat (costing 25% of the full carat price).

A range of cuts and colours



©ashes2gems.com

The patented 'Trielle' cut



©TrillionDiamond.com

We often compliment the created 'canary' with natural diamonds



We can also supply more than one diamond from the same donated material all made together – ie 10 x .25crt (2.5 crt total).

Aren't Memorial Diamonds expensive ?

The price of our diamonds is as competitive as we can make them – sure a **natural** 1 carat VS stone may even be slightly less but it is not made from your loved-one. In many cases a **natural fancy** (coloured) diamonds run into “many many thousands of dollars”. Also, unlike some international companies we have maintained parity across the world, this therefore may be good for the £ - bad of the € and \$ - that's being very honest.

What do you need from me?

We need approx' 35-40 grams of hair or ashes to make a 1 carat diamond. 35-40 grams of hair is about a large handful (about a cupful). If you are intending to use hair as a source of your deceased loved-one, we require clean cuttings. Ask your funeral director (or vet if a pet) to cut the hair after any viewing and before burial or cremation, of course it may not be possible to collect enough hair from a human source. Please ask your funeral director to contact us in that case.

Can you make diamonds from my pet rabbit?

In exactly the same way we use human hair, we can use animal hair – we just need 35-40 grams, you can even save clippings over time if your beloved pet is still alive. As your groomer to help.

How do I order?

As this is likely to be an important purchase for you, we will gladly discuss arrangements directly with you - firstly by telephone and then later arrange to collect the material you wish to be made into a gem, or we can write to you to give you all the details if meeting you is impossible. We have a self-print order form on our website which also details our [trading terms and conditions](#). Using loved-ones ashes is a bit more complex than simply using hair or nails. We will make special arrangements with those concerned.

How long does it take?

The full processes can take around 12-14 weeks. We cannot state exactly how long as these processes are complex and difficult to determine. Orders are also subject to laboratory queuing as the laboratory makes gems and diamonds for the trade (so good is the quality!!!)

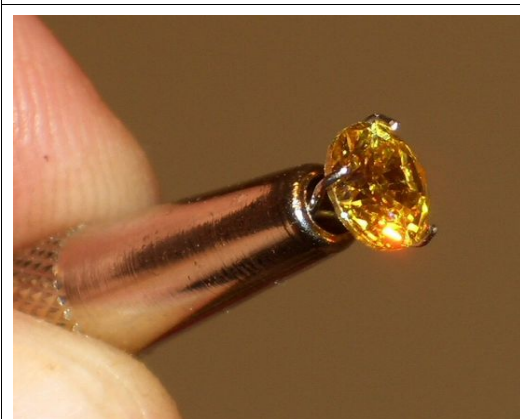
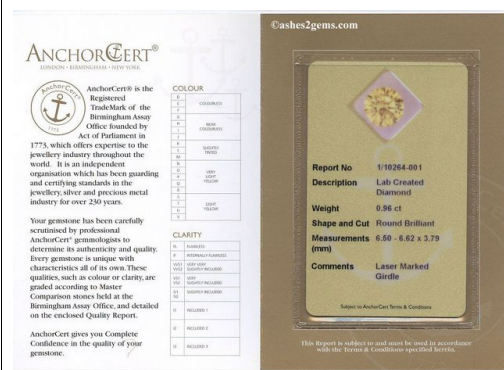
What kind of payment do you offer?

We do not deal in cash, we prefer payment of both the deposit and final payment by cheque, bankers draft or transfer (all of which must 'clear' before beginning the process and final delivery). Credit cards are fraught with problems for us, however Credit Card Cheques are acceptable and of course you can use your credit card to gain the funds. We also offer intermediary ([Escrow](#)) facilities with [SPARTAPAY LTD](#) who hold both deposit and final payment before delivery. SpartaPay have cash, cheque, credit card and other facilities, please see their website by clicking the link on our website page..



Created diamonds can be certified by 'AnchorCert' (the Birmingham Assay Office) lasered on the girdle with an ID code

Typical appraisal report (AnchorCert)



A 1 carat 'canary'



Pendant mounted 'Princess'

Can I cancel?

We offer a 14 day cooling off period, after that we sincerely ask you to seriously consider cancelling your order, as once we have started the ball rolling and received the required portion of the material being used - the costs and charges will be mounting daily. Some of the process is difficult to cancel, it will depend on the work already carried out.

Our supply and the payment method used is subject to 'Terms & Conditions' - but basically - If we have not processed the order and not committed ourselves, i.e. transport or laboratory costs, we will refund you in full LESS a 5% administration charge subject to our 'Terms & Conditions'. We are sure you will not require hair or nail back but if 'Remains' have been partially processed - returns may be impracticable if not impossible - so think hard before you order.

NB : Our Terms and Conditions can be seen as part of the order forms available on our websites.

Can you help my friend further, it's very upsetting

Of course we can, there is no rush, no sales pressure from us. We would be delighted to assist you with filling in forms, dealing with donated material and payment. Wherever possible we can arrange for a personal service to meet you, show you examples and collect all that is required. If this is impracticable, we can deal with all matters via the post, using recorded delivery and courier.



.96crt straight from the lab'

Color

GIA COLOR SCALE	
100% COLORLESS	D
	E
	F
	G
90% COLORLESS	H
	I
	J
	K
80% COLORLESS	L
	M
	N
	O
	P
	Q
	R
	S
	T
	U
	V
	W
	X
	Y
	Z

The GIA Color Scale extends from D (colorless) to Z (light yellow or brown). Although many people think of gem quality diamonds as colorless, truly colorless diamonds are actually very rare. Most diamonds used in jewelry are nearly colorless with tints of yellow or brown.



Color grades are determined by comparing each diamond to a master set. Each letter grade represents a range of color and is a measure of how noticeable a color is.

Fluorescence Some diamonds can emit a visible light when exposed to ultraviolet radiation, but fluorescence is not a factor in determining color or clarity grades. However, a description of its strength and color is provided on GIA Reports as an additional identifying characteristic.

