

BioGem Lab

BioGem Lab OEM Manufacturing Handbook

Partner Operations Guide

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Luoyang BioGem Technology Co., Ltd.
Business Registration: 91410300MA9KJT0M47

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1. Partner Onboarding

1.1 Account Setup

BioGem Lab operates a white-label, zero-inventory manufacturing model. Every partner relationship begins with the same structured onboarding sequence.

Pre-Qualification Checklist

- Your brand targets the premium or luxury memorial product market.
- You do not plan to disclose BioGem Lab commercial terms to end consumers.
- You have a registered business entity in your operating jurisdiction.
- You understand that BioGem Lab is a B2B-only supplier and never sells to end consumers.
- You can commit to a 60-day production timeline with no expedited exceptions.

Initial Contact Protocol

Step	Action	Owner	Timeline
1	Send inquiry to partners@biogemlab.com or WhatsApp +1-310-437-3166	Partner	Day 0
2	Complete partner qualification questionnaire	Partner	Day 1-3
3	BioGem Lab reviews application and responds with terms	BioGem Lab	Day 3-5
4	Execute NDA and partnership agreement	Both	Day 5-10
5	Account activation and portal access	BioGem Lab	Day 10-12

Required Documentation from New Partners

- Business registration certificate.
- Tax ID / VAT number.
- Primary contact and authorized signatory identification.
- Intended market geography (for compliance pre-check).

1.2 First Contact Standards

All BioGem Lab partner communications follow these response standards:

- Email response time: within 24 business hours.
- WhatsApp response time: within 12 business hours.
- Production status updates: weekly during active orders.
- Invoice and shipping confirmations: same-day upon event.

1.3 Sample Evaluation

New partners are eligible for one sample diamond evaluation before committing to a production order.

Sample Terms

Parameter	Specification
Sample size	0.5 ct
Carbon source	BioGem Lab internal stock (not customer material)
Deposit	Refundable (amount quoted during onboarding)
Evaluation period	14 calendar days
Sample marking	Laser-inscribed "SAMPLE — NOT FOR RESALE"
Certificate	Internal QC only — not a grading certificate

Sample Evaluation Checklist

- Inspect cut quality under 10x magnification.
- Verify color grade against provided specification.
- Check laser inscription matches documentation.
- Evaluate packaging and presentation materials.
- Assess certificate layout and branding options.
- Test customer-facing materials for your market.

Post-Evaluation Paths

- Satisfied: Deposit converts to account credit or refunded within 5 business days.

- Not satisfied: Full refund within 5 business days, sample returned to BioGem Lab at our expense.
- Proceed to order: Deposit applied against first production order.

2. White-Label Service

2.1 What BioGem Lab Hides

Unless the partner explicitly requests otherwise, all customer-facing materials are delivered without BioGem Lab branding.

Elements Hidden by Default

Element	Default State	Partner Override
BioGem Lab logo	Removed	Available on request
Manufacturer name on certificate	Replaced with partner brand	N/A
Certificate template layout	Custom partner design	Standard templates available
Packaging exterior branding	Partner brand only	Co-branding on request
Origin labeling	Neutral (address only if required by law)	Partner-controlled
Shipping documentation	Partner as shipper	BioGem Lab as shipper on request

Elements Always Present

Element	Reason
CCIC traceability code	Required for authentication
Internal serial number	Production tracking
Material source documentation	Compliance and customer trust

2.2 What the Partner Brands

The partner has full control over the following:

- Certificate issuer name and logo.
- Packaging design, color, and material.

- Customer-facing marketing materials.
- End-consumer pricing.
- Warranty and service terms.
- Local customer support channels.

2.3 Certificates with Partner Logo

BioGem Lab supports partner-branded certificates for the default CCIC/ILDA certificate option.

Branded Certificate Requirements

Parameter	Specification
Minimum order quantity for first branded certificate run	5 certificates
Artwork format	Vector (AI/EPS/PDF)
Logo size	Minimum 300 DPI for print
Turnaround for first proof	5 business days
Revision rounds included	2

Certificate Upgrade: Partner Logo on IGI/GIA

- IGI and GIA certificates can display the partner’s brand name in the “Retailer” or “Brand” field.
- This is handled directly by the grading lab, not by BioGem Lab.
- Partner must provide written authorization for IGI/GIA to use their brand name.

3. Product Specifications

3.1 Core SKU Table

BioGem Lab offers four standard SKUs. No other sizes are standard stock.

SKU	Weight	Diameter	Color	Clarity	Cut
Entry	0.5 ct	~5.0 mm	E-H	VS	Ideal
Core	1.0 ct	~6.5 mm	E-H	VS	Ideal
Premium	1.5 ct	~7.5 mm	E-H	VS	Ideal
Flagship	2.0 ct	~8.2 mm	E-H	VS	Ideal

Sales Strategy Note

The 1.0 ct SKU is the primary recommendation for partner positioning. It offers the strongest margin-to-perceived-value ratio and the fastest inventory turnover in partner channels.

Pricing: Contact partners@biogemlab.com for current partner pricing. All pricing is confidential and provided under NDA.

3.2 Raw Material Requirements

Parameter	Specification
Minimum submission	6 g of pet hair
Recommended submission	10-20 g
Collection	Can be gathered over multiple sessions
Storage	Dry, sealed, away from direct light
Accepted sources	Pet hair (cat, dog, rabbit, horse), human hair, plant fiber
Post-purification carbon purity	99.95%+

Sample Sizing by Carbon Source

Source	Minimum	Recommended	Notes
Human / pet hair	6 g	10–20 g	1.0 ct equivalent ~6 g
Feathers	10 g	20–30 g	Lower carbon content
Plant fiber	15 g	30–50 g	High variance by species
Solid keratin (nails, shells)	10 g	20 g	Medium extraction rate
Cremated remains	Not accepted	—	Carbon content insufficient

3.3 Non-Standard Sizes

Technically feasible but not standard: 0.2–0.3 ct small stones require slower temperature control and a growth cycle of approximately 30–40 days. The standard 0.5–2.0 ct HPHT growth cycle is 18–25 days (see §6.1). Because fixed costs (certificate, logistics) do not scale down with size, smaller stones are not recommended. If a partner’s market positioning absolutely requires smaller sizes, contact BioGem Lab for a custom quotation.

3.4 Cut Options

Default: Round Brilliant, Ideal cut. Available alternatives at no significant cost increase:

- Cushion
- Emerald
- Oval
- Pear
- Heart

Color options: E–H only. BioGem Lab does not produce colored diamonds (blue, yellow, green, red, pink, black).

4. Commercial Terms

4.1 Pricing

BioGem Lab does not publish pricing. All partner pricing is provided confidentially under NDA and is subject to periodic review. Pricing includes international shipping and full insurance.

Pricing Principles

- All partners receive the same base pricing structure.
- No published price list exists.
- BioGem Lab does not provide suggested retail pricing. End-consumer pricing is entirely at the partner's discretion.
- Pricing is valid for 90 days from the date of issue. BioGem Lab reserves the right to adjust pricing with 30 days' written notice.

4.2 Volume Incentives

Volume incentives are delivered through the Annual Rebate Program (Section 10), not per-order discounts.

4.3 Certificate Upgrade Options

Certificate	Added Lead Time
CCIC / ILDA (default)	Standard
IGI	+5-7 days
GIA	+10-14 days

Certificate upgrade fees are quoted separately and are subject to grading lab rates.

4.4 Custom Packaging

Custom branded packaging is available for partners. First-order setup includes design proofing and mold creation. Contact partners@biogemlab.com for packaging options and lead times.

4.5 Multi-Stone Family Sets

For multiple stones from the same carbon source in a single order, volume pricing applies from the second stone onward. Contact your account manager for family set

pricing.

5. Packaging Options

5.1 Option A: Branded Logistics Box

For partners selling directly to end consumers.

Contents

- Branded outer logistics box (partner logo, custom design).
- Velvet display box.
- Grading certificate (CCIC default; IGI/GIA upgrade optional).
- Internal QC certificate.
- Care and maintenance booklet.
- Unique internal barcode.

Specifications

Parameter	Detail
Minimum order for custom branding	100 units
Customization	Logo, brand color, box shape, interior material
Lead time for first branded batch	+10-14 days after design approval
Unit cost	Quoted per partner agreement

5.2 Option B: Industrial Minimal Packaging

For B2B resale, secondary processing, or white-label redistribution.

Contents

- Resealable aluminum foil pouch (moisture barrier).
- Compact diamond storage box.
- Internal QC certificate.
- Unique internal barcode.
- CCIC traceability certificate.

Specifications

Parameter	Detail
Standard unit cost	Included in partner pricing
Custom branding	Available at standard packaging rates
Shipping volume	Optimized for minimal dimensional weight
Target use case	Bulk orders, wholesale redistribution, pre-setting transit

5.3 Packaging Decision Matrix

Partner Type	Recommended Option	Notes
Pet aftercare / funeral home	A	End-consumer facing; presentation matters
Jewelry retailer	A or B	Depends on whether they sell loose or mounted
Brand agent / distributor	B	Cost-optimized for bulk
Custom brand (C-Type)	A	Required for brand positioning

6. Order Workflow

6.1 Standard Production Timeline: 60 Days

Stage	Duration	Activity
Carbon extraction	3–5 days	Receive sample, document, begin extraction
Purification	5–7 days	Refine to 99.95%+ carbon purity
Graphitization	2–3 days	Convert to graphite for HPHT feedstock
HPHT crystal growth	18–25 days	Core production phase
Cutting & polishing	7–10 days	Transform rough to finished stone
Grading & certification	2–3 days	CCIC default; IGI/GIA if upgraded
Total	~60 days	From sample receipt to dispatch

Variance Notice

HPHT crystal growth is sensitive to temperature stability, pressure consistency, and catalyst saturation. A ± 5 day variance is normal and not grounds for compensation.

6.2 Order Workflow Checklist

Before Order Placement

- Partner has completed onboarding and account activation.
- Carbon sample is collected, dried, and sealed.
- Sample shipping method confirmed (FedEx/DHL/UPS recommended; avoid USPS).
- Order form completed with SKU, quantity, certificate choice, packaging choice.
- Payment received (100% prepay for new partners).

During Production

- Week 1: Sample received, extraction started.
- Week 2–3: Purification and graphitization.

- Week 4-7: HPHT growth (no status update during this phase — normal).
- Week 8: Cutting and polishing initiated.
- Week 9: Grading and certification.
- Week 9+: Final QC, packaging, dispatch.

After Dispatch

- Tracking number sent within 4 hours of handoff to courier.
- Commercial invoice and packing list included.
- Insurance certificate attached (110% of invoice value).
- Partner confirms receipt within 48 hours.
- Partner inspects and accepts within 7 days.

6.3 Milestone Communication Schedule

Milestone	Communication Method	Timing
Sample received	Email	Same day
Extraction complete	Email	Day 5-7
HPHT growth started	Email	Day 10-12
Cutting started	Email	Day 45-50
Grading complete	Email + certificate preview	Day 55-58
Dispatched	Email + tracking	Day 58-60

7. Shipping & Logistics

7.1 Carrier and Service Level

Parameter	Specification
Primary carrier	DHL Express
Secondary carrier	FedEx International Priority
Service level	Express / Priority (not economy)
Insurance	Full value + 10%, included in partner pricing
Tracking	Door-to-door with signature required

7.2 Transit Times

Route	Typical Transit
China → United States	5-7 days
China → Japan	4-7 days
China → Europe	5-8 days
China → Australia	5-7 days

7.3 Customs Documentation

Every shipment includes:

- Commercial invoice.
- Packing list.
- Certificate of Origin (CO).
- Material source declaration.
- HS classification statement.

HS Codes

Item	HS Code	Notes
Lab-grown diamond (finished)	7104.90	China export; no Kimberley Process certificate required
Pre-purified carbon powder	3801.10.00.90	Alternative input method; no special import license needed in China
Pet hair / human hair sample	Varies by country	See Section 8 for country-specific guidance

7.4 Sample Shipping (Inbound to BioGem Lab)

Packaging Standard

- Waterproof label on outer surface.
- Sealed plastic bag (primary barrier).
- Rigid mailer or padded envelope (secondary barrier).
- Declaration: “For in vitro laboratory use only”.

Country-Specific Inbound Notes

Country	Status	Notes
United States	Permitted	Cat/dog hair as laboratory sample; no USDA permit required if properly declared
Japan	Permitted	Non-prohibited biological material; usually no special license
India	Complex	Consult DHL India / FedEx India and local customs broker before shipping

8. Certification

8.1 Default Certification: CCIC

All standard orders include a CCIC (China Certification & Inspection Group) certificate at no additional cost.

CCIC Certificate Features

- Grading report: color, clarity, cut, carat weight.
- Unique traceability QR code.
- Partner brand name (if white-label activated).
- Material source documentation.

8.2 Upgrade: IGI Certificate

Parameter	Detail
Added lead time	+5–7 days
Fee structure	Quoted per grading lab rates
Grading depth	Full 4C report with proportions diagram
Partner branding	Partner name in “Retailer” field
Recommended for	Partners whose end customers recognize IGI

8.3 Upgrade: GIA Certificate

Parameter	Detail
Added lead time	+10–14 days
Fee structure	Quoted per grading lab rates
Grading depth	Full GIA grading report
Partner branding	Partner name in “Report Comments” or “Retailer” field
Recommended for	Premium positioning, US market

8.4 Certificate with Partner Brand

Certificate Type	Partner Logo Possible	Process
CCIC / ILDA	Yes	BioGem Lab handles design; 5-certificate minimum
IGI	Yes	Partner submits brand authorization to IGI directly
GIA	Yes	Partner submits brand authorization to GIA directly

9. Payment Terms

9.1 New Partners

Parameter	Requirement
Payment structure	100% prepayment
Payment method	International wire transfer (T/T)
Currency	USD
Order entry	Payment must clear before order enters production queue

New Partner Payment Workflow

- 1. Partner submits order form.
- 2. BioGem Lab issues pro forma invoice.
- 3. Partner initiates wire transfer.
- 4. BioGem Lab confirms receipt (typically 2–5 business days).
- 5. Order enters production queue.

9.2 Established Partners

Parameter	Requirement
Eligibility	12+ months of active partnership
Credit review	Required; BioGem Lab initiates
Payment structure	Net-30 (monthly settlement)
Credit limit	Determined by review

Net-30 Workflow

- 1. Partner submits order form (no prepayment required).
- 2. Order enters production queue immediately.
- 3. Invoice issued upon dispatch.
- 4. Payment due within 30 calendar days of invoice date.

- 5. Late payment: production hold on new orders until balance cleared.

9.3 Invoice and Record Keeping

- All invoices issued in USD.
- Wire transfer fees are the sender's responsibility.
- BioGem Lab provides SWIFT confirmation upon request.
- Partners are responsible for their own tax compliance in their jurisdiction.

10. Annual Rebate Program

10.1 Rebate Tiers

Rebate tiers and rates are disclosed during partner onboarding under NDA. Rebates are calculated on calendar-year net sales and issued in the first quarter of the following year.

Tier	Rebate Rate
Tier 1	Disclosed under NDA
Tier 2	Disclosed under NDA
Tier 3	Disclosed under NDA

10.2 Rebate Mechanism

- Rebates are issued as invoice credits, not cash refunds.
- Credits can be applied against any order in the rebate issuance year.
- Unused credits expire 12 months after issuance.
- Rebate calculation excludes shipping, insurance, taxes, and certificate upgrade fees.

10.3 Rebate Example

Rebate calculations are provided individually to each partner based on their annual volume tier. Contact your account manager for a personalized rebate projection.

11. Sample Policy

11.1 Eligibility

- B-Class partners (jewelry/gift retailers).
- C-Class partners (brand agents).
- A-Class partners (pet aftercare) may request samples on a case-by-case basis.

11.2 Sample Terms

Parameter	Specification
Sample quantity	1 stone
Sample size	0.5 ct
Carbon source	BioGem Lab internal stock
Deposit	Refundable (amount quoted during onboarding)
Evaluation period	14 days
Refund policy	Full refund if not satisfied; sample returned
Laser marking	SAMPLE — NOT FOR RESALE

11.3 Sample to Order Conversion

- Satisfied partners may retain the sample as a display piece.
- The refundable deposit is applied against the first production order.
- If no order is placed within 90 days, the deposit is refunded and the sample is recalled.

12. Support Contacts

12.1 Primary Contact Channels

Channel	Address / Number	Purpose	Response Time
Email	partners@biogemlab.com	General inquiries, orders, documentation	24 business hours
WhatsApp	+1-310-437-3166	Urgent issues, quick questions	12 business hours
WeChat	Available upon request	Partners in Greater China	24 business hours

12.2 Escalation Path

Level	Trigger	Contact
Standard	All routine matters	partners@biogemlab.com
Urgent	Production delay >5 days past variance	Same + WhatsApp
Critical	Quality dispute, customs hold, lost shipment	Direct to operations manager

12.3 Operations Entity

Luoyang BioGem Technology Co., Ltd.

11F, R&D Building, Zhongke Information Industry Park, Yibin District, Luoyang, Henan, China

Business Registration: 91410300MA9KJT0M47

12.4 Hours of Operation

BioGem Lab operates on China Standard Time (UTC+8).

Day	Hours (CST)	Corresponding EST	Corresponding PST
Monday-Friday	09:00 – 18:00	20:00 – 05:00 (prev day)	17:00 – 02:00 (prev day)

Day	Hours (CST)	Corresponding EST	Corresponding PST
Saturday	09:00 – 12:00	20:00 – 23:00 (Fri)	17:00 – 20:00 (Fri)
Sunday	Closed	—	—

Appendix A: Compliance and Legal

A.1 Confidentiality

This handbook and all associated commercial terms are proprietary and confidential. Unauthorized disclosure, distribution, or reproduction is prohibited. Partners may not share BioGem Lab commercial terms or pricing with end consumers or competitors.

A.2 Quote Validity

All commercial terms in this handbook are valid for 90 days from the date of issue. BioGem Lab reserves the right to adjust pricing with 30 days' written notice.

A.3 Return Policy

- Returns accepted only for manufacturing defects.
- Transport damage covered by shipment insurance.
- Color deviation: if final color grade deviates by more than one full grade from specification, BioGem Lab will remake at no charge (same 60-day timeline).

A.4 No Expedited Service

As of July 1, 2026, BioGem Lab does not offer expedited production. All orders follow the standard 60-day timeline. Partners should communicate this clearly to their end customers.

A.5 Geographical Scope

BioGem Lab currently serves partners in 14+ countries. New market entries are evaluated on a case-by-case basis.

Appendix B: Partner Classification

Class	Description	Recommended First Order	Notes
A — Pet Aftercare	Pet cremation, funeral homes, memorial services	10 stones (0.5 ct and 1.0 ct split)	End-consumer facing; highest service expectations
B — Jewelry / Gift	Independent jewelers, premium pet retailers	10 stones, full prepayment	Mix of loose and mounted sales
C — Brand Agent	Independent brand seeking white-label OEM	50 stones with custom packaging	Full white-label; highest customization

Appendix C: Document Control

Version	Date	Changes
2026-Q3	Jul 13, 2026	Initial release based on B2B wholesale quote PDF
2026-Q3.1	Jul 26, 2026	Added OEM Manufacturing Handbook format

13. References & Document Control

13.1 Reference Sources

Reference Sources

Patent ZL 201010565778.9 — BioGem Lab method for synthesizing memorial diamonds from biological carbon source material.

HS Code 7104.90 — Lab-grown diamond (finished); China export classification, no Kimberley Process certificate required.

HS Code 3801.10.00.90 — Pre-purified carbon powder; alternative input method, no special import license required in China.

CCIC (China Certification & Inspection Group) — default certification authority for all standard orders.

IGI (International Gemological Institute) — optional upgrade grading laboratory; partner branding in “Retailer” field.

GIA (Gemological Institute of America) — optional upgrade grading laboratory; premium positioning, US market.

13.2 Document Control

Field	Detail
Document Title	BioGem Lab OEM Manufacturing Handbook
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