



JEWELRY ACTION FORM

Customer Service 1.800.509.4990 (M-F 8am-9pm, Sat-Sun 9am-5pm CT), www.DiamondNexus.com

Please include this form in your package when sending us jewelry for sizing and repair.

Please note that all items sent to us for sizing or repair will be returned to you in a black pouch, so please do not send your item to us in a box you wish to keep. Thank you.

Payments accepted: credit card, money order or cashier's check only. No Personal Checks.

YOUR CURRENT SHIPPING ADDRESS:

Email Address Required (We will be contacting you via this email address): _____

This will also be the email you'll use to access your account. If this email is different from the original used, we will send you a new password.

Name: _____ Phone #: _____

Order #: _____ Original Email address: _____

Name of purchaser (If item was purchased by someone other than yourself): _____

Ship to address: _____

Billing Address (if new or different than shipping address): _____

ACTION I WOULD LIKE TO TAKE: Sizing Repair Exchange Return Appraisals (\$25)

To take any action on your jewelry, please follow the three steps outlined below. To view our policies concerning 30 day returns, exchanges, trade-ups, sizing, or repair—or—to download additional copies of this form, please visit the customer service section of our website (www.DiamondNexus.com). If you do not have web access, a customer service representative will be happy to go over policies with you via phone. Please call **1.800.509.4990**.

Step 1: Fill out the top section of this form along with appropriate section for action you are requesting

Step 2: Place your securely wrapped jewelry along with this form in a box. Diamond Nexus and UPS are not responsible for damage caused to jewelry that is sent in an envelope or improper packaging.

Please note that all items sent to us for sizing or repair will be returned to you in a black pouch, so please do not send your item to us in a box you wish to keep. Thank you.

Step 3: Address box as follows:

FOR SIZING & REPAIRS:

Attention: Sizing/Repair

DN

5050 West Ashland Way
Franklin, WI 53132 (USA)

FOR RETURNS & EXCHANGES:

Attention: Returns Dept.

DN

5050 West Ashland Way
Franklin, WI 53132 (USA)

* Please note: work will not begin until balance is paid in full *

** Please allow 7-10 business days for all repairs or Gemstone Setting Service Kits **

SIZING

Please indicate your request below:

Please size this ring to a size _____. If you do not know your ring size, call customer service at **1.800.509.4990**

Please size my bracelet to _____ inches.

Additional comments regarding sizing:

REPAIR

Please indicate the service(s) requested and provide detailed instructions below. If you have multiple items to repair, please print out additional forms (available as a PDF under customer service tab of our website) and staple them together making sure to include all applicable information on each form.

Please indicate service requested:

Replace lost or damaged stone Rhodium plating Solder rings together Tighten stones

Adjust prongs Refinish (High polish & Professional cleaning) Other

Repair/adjustment special instructions:

* Please note: work will not begin until balance is paid in full *

** Please allow 7-10 business days for all repairs or Gemstone Setting Service Kits **