



JEWELRY ACTION FORM

Customer Service 1.800.509.4990

Mon-Fri 8:00am - 8:00pm, Sat-Sun 9:00am - 5:00pm

www.DiamondNexus.com

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

ACTION I WOULD LIKE TO TAKE: Sizing Repair Exchange Return Appraisals (\$50)

To take any action on your jewelry, please follow the four 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 Care Advisor 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 selection for the action you are requesting.

Step 2: Place your securely wrapped jewelry, along with this form, in a shipping box. Be sure to use a sturdy box to make sure your jewelry gets to us in the condition you sent it in! Jewelry sent in envelopes of any kind may not be accepted. Diamond Nexus is not responsible for damage caused to jewelry that may occur during the shipping process.

****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: We highly recommend insuring your jewelry for its total value before shipping it to us.
Many shoppers choose Jewelers Mutual to protect against uncertainty.

Step 4: Address box as follows:
Customer Care
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 **

*** Rest assured: When your jewelry gets to us, it's in good hands! As soon as packages arrive, they are opened under video surveillance and handled securely. ***

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

Mounting Request

Ring Size

Size to: _____

Mount Stones

Qty: _____

Stone Size: _____

Other (please explain below)

Repair/adjustment special instructions:

RETURN

Please indicate why you are returning your DN piece(s). Once received, we can complete your refund.

I authorize Diamond Nexus to perform the above work and I agree to and understand the Policies and Conditions set forth herein.

Signature: _____ **Date:** _____

Policies and Conditions:

Rest assured that all of our jewelers are extremely experienced and skilled. However, when we are dealing with a mounting that was not manufactured by Diamond Nexus, we cannot know the exact metallurgy and engineering specifics of a particular piece. When working with an older jewelry piece, or a piece that has been previously worked on, sized, or altered, there may be metal fatigue and other issues that can create problems with mounting your stone. We will make every effort to discover this and tell you about it before we work on the item, but this is not always possible. It is understood that Diamond Nexus is not insured, and any insurance covering property loss and personal injury arising out of the completion of the work requested shall be obtained by the customer. By signing, the customer agrees to indemnify and hold harmless Diamond Nexus for any losses alleged to be caused by Diamond Nexus negligent performance or failure to perform any obligation in connection with the request. Please note that if for any reason you need to return your ring to have Diamond Nexus gemstones replaced, there will be a nominal insured shipping fee.