Request to Exchange Merchandise

CUSTOMER _____

NEW ORDER # _____

We at Zina Sterling Silver understand the need to stock balance merchandise from time to time. We will accept merchandise returns for credit *at our discretion* provided that...

- The merchandise is in new and unworn condition.
- That a NEW order is placed for three times the amount being returned for credit.
- The merchandise has been in your inventory for a period of no less than 12 months.

All NON-current merchandise that is accepted is subject to a 15% restocking fee.

Please be advised that this is a REQUEST and does not guarantee that all merchandise requested will be accepted for return. All items originally ordered different from 'stock' (14K posts - post/clip combination - special lengths - ring sizes other than 5 thru 7.5) are considered CUSTOM and will not be accepted for credit. All requests must be accompanied by an order. Requests are not accepted after an order has been placed. We will not issue your Return Authorization (RA) and/or accept merchandise for credit until your new order has been shipped. When you receive your new order, you will find your RA in the box, along with instructions on how to send the merchandise back. Any additional items sent with your RA that was not originally authorized will be returned to you at your expense!!! Please make sure your RA number is visible on the outside of the box and that the merchandise is packaged carefully Any **loose** merchandise in boxes will be **refused**!!! **Do not use padded envelopes**!!!

QUANTITY	STYLE NUMBER	DESCRIPTION	AMOUNT FOR CREDIT
			Do not fill out
			Do not fill out
			Do not fill out
			Do not fill out
			Do not fill out
			Do not fill out
			Do not fill out
			Do not fill out
			Do not fill out
			Do not fill out

_____ TOTAL ITEMS

Total Given for Credit $_____

I have read the above and agree to 'The Return Policy' set forth by Zina Sterling Silver

signed _____ date _____/_____/_____