lia sophia

SHARE THE LOVE OF JEWELRY®

Exchange Form

Customer Purchase Receipt (REVERSE SIDE)

SAVE THE RECEIPT TO VALIDATE GUARANTEE

At **lia sophia**®, Customer satisfaction is our No. 1 priority. To ensure that we always exceed your expectations, we offer a full Lifetime Replacement Guarantee. Merchandise must be purchased through an authorized representative of **lia sophia** for this guarantee to apply. Because the guarantee is offered by **lia sophia**, ALL returns or exchanges MUST be handled through the company and NOT the Advisor. Shipping charges are not refundable, and cash refunds are not available after 45 days from original Show ship date.

- Jewelry may be returned for replacement due to a manufacturer's defect, with your original Customer Purchase Receipt/proof of purchase (reverse side). Return shipping is at the Customer's expense.
- Jewelry returned within 120 days will be replaced at no charge.
- If your original selection is no longer available, you will receive a merchandise certificate.
- Merchandise certificate received for a returned item will expire 6 months from the date issued.
- After 120 days, please add a $5 PER ITEM handling charge.
- Lifetime Replacement Guarantee does not cover lost jewelry.

Send the item(s) to be returned/exchanged along with this completed original Customer Purchase Receipt/Exchange Form (both sides) and any monies due to the address below. To ensure we receive complete exchange packages, we recommend using a padded or large size envelope. lia sophia is not responsible for lost or mis-directed mail. Allow two to three weeks for processing. lia sophia, attn.: Exchanges, 1620 Central Avenue, Roselle, IL 60172-1602

Please print legibly.

name _____ daytime phone _____

address _____

city _____ state _____ zip _____

e-mail address - Merchandise Certificates will be e-mailed to you if e-mail address is provided.

Advisor name _____ Advisor number _____ original order number _____ date of Show _____

Reason Codes:

1. Broken 2. Incorrect item or size ordered 3. Incorrect item or size received 4. Missing/Defective stone
5. Did not like 6. Defective finish 7. Not as pictured or expected 8. Other _____

List items being returned under the appropriate replacement action.

Replace with SAME item only (note: rings may be exchanged for another size).

STYLE NUMBER	CURRENT SIZE	NEW SIZE	NAME/DESCRIPTION	REASON CODE	HOW PURCHASED REG	HOW PURCHASED HALF	HOW PURCHASED OTHER	PRICE

*add $5 (or current rate) **per item** handling fee after 120 days of purchase.

TOTAL RETURNED ITEMS*	
TOTAL PROCESSING FEE	A

Receive a Merchandise Certificate. Certificates are for merchandise only and cannot be used to pay fees, taxes or shipping charges owed. Provide your e-mail address above to expedite receipt of your certificate(s).

STYLE NUMBER	SIZE	NAME/DESCRIPTION	REASON CODE	HOW PURCHASED REG	HOW PURCHASED HALF	HOW PURCHASED OTHER	PRICE

*add $5 (or current rate) **per item** handling fee after 120 days of purchase.

TOTAL RETURNED ITEMS*	
TOTAL PROCESSING FEE	B

Receive a refund (NOT available after 45 days from original order/Show ship date).

STYLE NUMBER	SIZE	NAME/DESCRIPTION	REASON CODE	HOW PURCHASED REG	HOW PURCHASED HALF	HOW PURCHASED OTHER	PRICE

TOTAL RETURNED ITEMS	
TOTAL PROCESSING FEES (A + B)	

Check one (Please do not send cash): ❑ check ❑ credit card

credit card number

If a mathematical error occurs, the Company is authorized to adjust the charge amount indicated to prepay the order.

exp. date ___/___ $ amount _____

cardholder signature_____

VISA MasterCard DISCOVER NOVUS

Keep a copy of the original Customer Purchase Receipt (reverse side) for your records. The Customer Selection Ticket received at the time of order cannot be used as the Purchase Receipt.

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