



Exchange Request Form

Step 1: Customer Information

CURRENT STOCK ITEMS MAY BE EXCHANGED IN UNWORN CONDITION WITHIN 14 DAYS OF PURCHASE

Order Invoice #

Purchase Date

Name on Order

Email

Phone

Tell us how you purchased your item:

Choose method:

Phone

Website

Step 2: HOW CAN WE HELP YOU?

Choose one:

Exchange Item

Issue Store Credit

Note: Store credit is for product amount and tax only – shipping is non-refundable.

Item # Received

Ring Size

Pendant Stone Color

Chain Length

Exchange for Item #

Ring Size

Pendant Stone Color

Chain Length

Comments

Step 3: RETURN SHIPPING INFORMATION

Name	City
Address Line 1	State
Address Line 2	Zipcode

Step 4: PAYMENT FOR BALANCE OF EXCHANGE AND/OR RETURN SHIPPING

NOTE: RETURN SHIPPING IS CALCULATED BY WHAT YOU ORIGINALLY PAID FOR SHIPPING ON YOUR ORDER IE: IF SHIPPING COST \$20.00 ON ORIGINAL ORDER, PLEASE REMIT THAT EXACT AMOUNT FOR RETURN SHIPPING.

Please fill out the appropriate section for which payment method you would like to use below:

Amount to charge	Credit Card #
Expiration date	CCV2

BILLING ADDRESS THAT IS ASSOCIATED WITH CREDIT CARD IF DIFFERENT FROM SHIPPING:

Billing Address

YOU CAN ENCLOSE A CHECK FOR THE RETURN SHIPPING/AND OR BALANCE OF EXCHANGE PLEASE MAKE CHECKS PAYABLE TO FANNING JEWELRY. CHECK BOX BELOW TO INDICATE PAY BY CHECK.

Pay by Check

Pay by Phone

STEP 5: PRINT THIS FORM OFF - ENCLOSE IT WITH RING - SHIP US YOUR PACKAGE

ENCLOSE THIS FORM ALONG WITH YOUR ITEM FOR EXCHANGE IN ORIGINAL PACKAGING. SHIPPING INSURANCE AND TRACKING IS AT THE DISCRETION OF THE CUSTOMER, BUT FJ IS NOT LIABLE FOR LOST/STOLEN PACKAGES THAT WE DID NOT SHIP.

Please allow 2-3 business days for FJ to process your request once we receive it. We will contact customer with any questions via the email and phone # given above.

When using the post office:

Fanning Jewelry
PO BOX 280
Ramona, OK 74061

When using UPS or FED EX

Fanning Jewelry
30510 N 4020 Road
Ramona, OK 74061