



## DN Jewelry Action Form

Customer Service 1.800.509.4990 (M-F 8am-9pm, Sat-Sun 9am-5pm CST), [www.DiamondNexus.com](http://www.DiamondNexus.com)

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

*All shipments within the U.S. or Canada require an \$8 shipping fee to send your new or repaired items back to you. International shipments to all other countries require a \$50 shipping fee.*

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

*No personal checks accepted*

### Original address you used when ordering your jewelry:

Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

Order #: \_\_\_\_\_ Email address: \_\_\_\_\_

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

### If your address has changed since you ordered your jewelry, please include new address here:

New address: \_\_\_\_\_

Email Address (We will be contacting you via this email address): \_\_\_\_\_

Action I would like to take:     Sizing     Repair

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](http://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

**Step 3:** Address box as follows:

**Attention: Sizing/Repair**

**DN**

**5050 West Ashland Way**

**Franklin, WI 53132 (USA)**

\*\*\* 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** to request that a free ring sizer be sent to you. You can also visit the sizing tab under the customer service section of our website. There you will find a few useful methods to help you determine your ring size.

Please size my bracelet to \_\_\_\_\_ inches.

Additional comments regarding sizing:

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## 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:

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