



## JEWELRY ACTION FORM

Customer Service 1.800.509.4990

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

[www.DiamondNexus.com](http://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 (\*\$25)

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. Diamond Nexus and USPS are not responsible for damage caused to jewelry that is sent in an envelope or improper packaging.

***\*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:** 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 \*\*

**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:

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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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**RETURN**

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

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