


# Merchandise Exchange/Return

Returning Merchandise :			Date Purchased :	
Quantity	Order #	Name or Description	Reason Code #	Exchange or Return

**Return Reason Codes**

Record the appropriate number in the Reason Code # column above.

1. Incorrect item received.	8. Item is different from the order.
2. Incorrect size ordered.	9. Related item not sent.
3. Item is defective.	10. Not satisfied.
4. Damaged in shipping.	11. Sending back for Engraving.
5. Duplicate order.	12. Other _____
6. Purchased elsewhere.	
7. Arrived late.	



<b>Our Return Address :</b> AYDINS 2201 Long Prairie Rd. Suite 107-308 Flower Mound, TX 75022	<b>Customer Mailing Address</b> Name: Address: Engraving Details :
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Please Exchange for the following

MM Width	SKU or description (If Same Ring, Leave Blank)	Size	Exchange Fee (If Applicable)

## Exchange • Return • Lifetime Warranty & Sizing Policy

- How to Exchange if your ring is NOT engraved. (Within 30 Days Of Purchase)**
- Exchanges Are FREE.
  - Custom 14k Gold Rings have an exchange fee of \$100 (cannot be sized and have to be remade)
  - You are responsible for the postage to us. We will take care of the standard postage on the way back for US Customers only.
  - Send the ring back with the printed exchange form.
  - Once received we will process your exchange as quickly as possible.
- How to Exchange if your ring IS engraved or has passed the 30 Day policy. (Lifetime Warranty & Sizing)**
- The lifetime warranty does not cover normal wear, including scratches, as rings are scratch resistant, not scratch-proof. The warranty strictly covers the ring, not the inlay. Inlay damage is considered normal wear and tear. Please be aware that some inlays are exposed and could be more prone to damage. Stones that happen to fall out throughout the lifetime of the ring are not covered. There is a fee to replace any lost or damaged stones. Up to 6 months warranty exchanges are Free. (does not include sizing), 6-12 months are \$29 Deductible (includes sizing), 12 months onwards are \$49 Deductible (includes sizing) The fee for Diamonds and Gems will be determined once received.
- Engraved Ring/Lifetime Size Exchanges are \$29. Exchanges after 12 months are \$49.
  - Custom 14k Gold Rings have an exchange fee of \$100 (cannot be sized and have to be remade)
  - The customers are responsible for the postage to us. We will take care of the standard postage on the way back for US Customers only.
  - Send the ring back with the printed exchange form.
  - Once received we will process your exchange and also send an invoice for the balance.
- How to Return your ring. (Within 30 Days Of Purchase)**
- Engraved rings CANNOT be returned only Exchanged
  - You are responsible for the postage to us.
  - Send the ring back with the printed return form.
  - Once received we will process your return and a \$25 restocking fee will be assessed.
  - Custom 14k Gold Rings have a restocking fee of 25%

**PLEASE USE A BUBBLE OR PADDED MAILER. DO NOT SEND IN LETTER ENVELOPE. WE ARE NOT RESPONSIBLE FOR LOST MAIL!**

I have read and agree to the terms.                      Signature: \_\_\_\_\_