



DNL Jewelry Action Form

Customer Service 1.800.509.4990 (Daily 8am-10pm CST), www.DiamondNexusLabs.com

Please include this form in your package when sending us jewelry for Returns, Exchanges, Sizing, and Repair.

Name: _____ Phone #: _____

Order #: _____ Email address: _____

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

Action I would like to take: Return for Refund Exchange 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.DiamondNexusLabs.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: 30-Day Returns
Diamond Nexus Labs
5050 West Ashland Way
Franklin, WI 53132 (USA)

Attention: Exchanges
Diamond Nexus Labs
5050 West Ashland Way
Franklin, WI 53132 (USA)

Attention: Sizing/Repair
Diamond Nexus Labs
5050 West Ashland Way
Franklin, WI 53132 (USA)

Fill out the Appropriate Section Below

Returns (For Refund)

To return an item, please check off the reason for return below. If you have multiple items to return, 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.

If returning for a refund, please indicate reason:

- Price Did not like Quality Found something I like better Service
- Not what I expected Sizing Carat size too big Carat size too small Other

Additional explanations/comments (It helps us so much if you can be specific):

Exchanges

To exchange an item, please provide all applicable information below. If you have multiple items to exchange, 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.

Original item number _____ **New item number** _____

Original item name _____ **New item name** _____

Original metal type _____ **Metal type for new item** _____

Original total carat weight _____ **Total carat weight for new item** _____

Original quantity ordered _____ **Quantity desired for new item** _____

Original ring size if applicable _____ **New ring size if applicable** _____

Additional explanations/comments (It helps us so much if you can be specific):

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:

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 **Refinish** **Solder rings together** **Tighten stones**

Clean/polish **Adjust prongs** **Other**

Repair/adjustment special instructions:
