

Return Authorization Form

RA# _____

Please print this form, fill out the information and include it with your jewelry when you ship it back to us.

Our Shipping Address:

GRFJ
531 2nd Avenue
Fairbanks, AK 99701

Name: _____

Address: _____

Telephone # _____

Circle one: Return Exchange Ring Resize

Explanation:

Insurance Requirements:

* Value Less than \$500:
You can ship it via any carrier. Be sure to ship your item fully insured, and request a return receipt for confirmation that your shipment has reached Gold Rush Fine Jewelry.

* Value Between \$501 and \$25,000:
Ship your package via US Postal Service Registered Mail™, insured for the total value of the contents, and request a return receipt for confirmation that your shipment has reached Gold Rush Fine Jewelry.

* Value More than \$25,000:
Call Gold Rush Fine Jewelry customer service at: 907-456-4991 and we will walk you through the process.

For security reasons do not write **Gold Rush Fine Jewelry** on the outside of your return package. Simply abbreviate it: **GRFJ**

How to prepare a Return Item:

To return a jewelry item to Gold Rush Fine Jewelry, you will need to follow our simple four step process.

1. Return Authorization Code

Call our customer service department at: 907-456-4991 and you will be given a Return Authorization Code (RA#). Write this return authorization code on the outside of the box you are returning.

2. Package Your Return

Include all of the original packaging, the return authorization form, and collateral material that came with your piece of jewelry. If your jewelry piece was delivered to you with a diamond certificate and that diamond certificate is not returned to Gold Rush Fine Jewelry, you could be liable for the \$250 diamond certificate replacement cost.

3. Insure Your Package

The invoice you received with your jewelry piece will have your purchase price listed on it.

**If the purchase price of the jewelry piece you are returning is listed as:
Less than \$500:**

You can ship it via any carrier, just be sure that you ship your jewelry fully insured and request a return receipt for confirmation that your shipment has reached Gold Rush Fine Jewelry.

**If the purchase price of the jewelry piece you are returning is listed as:
Between \$500 and \$25,000:**

Ship your package via US Postal Service Registered Mail™, insured for the total value of the contents, and request a return receipt for confirmation that your shipment has reached Gold Rush Fine Jewelry. (UPS® and FedEx® will not insure jewelry items over \$500)

**If the purchase price of the jewelry piece you are returning is listed as:
More than \$25,000:**

It will require special arrangements and you will need to contact Gold Rush Fine Jewelry to receive assistance and suggested methods to return your purchase.

4. Follow These Instructions

You must follow the above instructions exactly; failure to do so could prevent the processing of your returned item. If you have any questions regarding our 4 step return procedure, please feel free to contact us at: **907-456-4991** or email customer service at: **gldrsh@gci.net**.

Note:

Gold Rush Fine Jewelry will not be responsible for the loss or damage of return shipments.