

# 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.