Return and Exchange Information THE REPLACEMENTS, LTD. SATISFACTION GUARANTEE

All Replacements, Ltd. merchandise (whether previously owned or new) is thoroughly inspected for product quality and is guaranteed to be in excellent condition for the age and availability of the pattern. All merchandise is guaranteed to be free of chips, cracks, and excessive wear. Pieces may reflect slight variations in backstamps, markings, colors, weight, or size, depending on manufacturers' specifications, changes in molds, or the length of time in production. If you are not completely satisfied with the quality of any merchandise you receive, we will gladly refund your payment in full, less shipping and handling charges, for those pieces returned within 30 days.

How To Return or Exchange Merchandise

1. Fill in your name and address information below:

Address		
City	State	Zip
Daytime Phone ()		
Email		
Order # (see front)		
Order Date (see front)		

- Product arrived damaged (PLEASE REPORT ANY SHIPPING DAMAGE TO US IMMEDIATELY. You MUST keep all the original packaging material, including the box, to file a claim.)

Other (please describe)

Wrong piece type Wrong pattern Wrong size Wrong reference

Quality (please note problem in "Other" area below)



1-800-REPLACE • 1-336-697-3000 • FAX 1-336-697-3100 www.replacements.com®

For questions, or to reserve other pieces in your pattern(s), please call us toll free: 1-800-REPLACE (1-800-737-5223)

Thank You! We Appreciate Your Business!

3. Please complete the following for pieces you are returning. Indicate if you prefer a replacement or refund. (Attach a separate sheet if needed.)

OTY	PIECE	REPLACEMENT	REFUND DESIRED	
QTY	TYPE	PIECE DESIRED	UNIT PRICE	TOTAL PRICE
TOTAL AMOUNT OF REFUND			\$	

If payment was originally made by credit card, we will credit your refund to that same account number. If you paid by check, we will mail you a refund check (if you prefer a gift card, please check the box below).

Please send my refund as a Replacements, Ltd. Gift Card.

- 4. If you have already contacted a Customer Service representative about this return, please fill in his or her name, if known:
- 5. Pack the pieces to be returned carefully and ship your merchandise insured via FedEx or US Postal Service using the return label below. NOTE: UPS DOES NOT DELIVER TO REPLACEMENTS, LTD. Any shipments sent via UPS to Replacements, Ltd. will be returned to you by UPS.

TERMS AND CONDITIONS

All merchandise is subject to prior sale. If some or all of the items of your order have been sold prior to receipt of your payment or are otherwise unavailable for sale, we will promptly issue you a full refund for those pieces you have paid for that are not available. In certain situations, we may offer you a reasonable substitute for any piece(s) we cannot fulfill. If you will not accept a partial order, please state so on your order. A refund (or, where offered by us, a reasonable substitute for any piece(s) we cannot fulfill in lieu of a refund) is your sole remedy for non-fulfillment. There is no minimum order and all prices shown are honored for 30 days, EXCEPT IN THE CASE OF ITEMS OF STERLING SILVER, THE PRICES OF WHICH ARE SUBJECT TO FLUCTUATION AND MAY CHANGE INTRADAY. Replacements, Ltd. does not honor those prices that are the result of a typographical error or are obviously unrealistic, such as those made by computer or human error. Unfortunately, we cannot hold payments pending future availability of pieces not in stock. If you pay by check or money order, we must receive your check or money order within 7 calendar days. We accept checks drawn on United States banks written in United States Dollars only. We use Telecheck to expedite orders paid by

check. By submitting your check for payment, you authorize us to convert the check to an electronic payment item or draft and to submit it for payment as an ACH debit entry or draft to your account, on the same terms and conditions as your check. Any payment by money order over \$1,000 will be held for 10 business days to ensure availability of funds. There is a \$25 fee for returned payments. Items noted "HC" represent pieces made by our craftsmen at the time of order. Pattern Conversion (PC): We strive to meet all of our customers' needs. Due to the skills of our artisans, we are able to offer some PC pieces in some patterns. In those patterns, we are able to add to or remove elements (trim, surface finishes, plating, etc.) from original pieces in similar patterns. Please let us know if you do not want to receive PC pieces. And the Replacements, Ltd. Guarantee means that if for any reason, you are not completely satisfied with your purchase, you may return it within 30 days for credit or refund. Replacements, Ltd. reserves the right to modify and amend these Terms and Conditions at any time without prior notice.

