

RETURNS & EXCHANGES

Thank you for your order. All sales are final from our sale. If you need to exchange a ring for a different size or style you may do so with this form.

EXCHANGES, RESIZING & WARRANTIES

We want you to be completely satisfied for years to come with your tungsten ring. In order for us to ensure that we have created The Lifetime Replacement Policy. The Lifetime Replacement Policy is important because tungsten carbide rings can not be resized and are not completely indestructible. This Policy covers all future size replacement needs, as well as damage needs for a minimal fee of \$40, per ring replacement. This means you will be receiving a brand new ring, at a fraction of the retail price. There is not a limit to how many times you can take advantage of this policy. If your original ring was engraved, your new ring may be re-engraved for 50% of the engraving cost. The \$40 fee is all-inclusive and covers the shipping and handling of the ring back to you. There are no hidden fees, and *every ring qualifies regardless of its condition

**Custom ring replacement is 50% of the original cost.*

** All pricing is for domestic customers. For International customers please add \$15 to cover additional shipping charges.*

** Policies are subject to change without notice.*

FEE SCHEDULE

Exchanges within 60 days	\$15 (shipping & processing)
Ring Replacements	\$40
International Orders	\$40
Resizing within 60 days	+\$15 (additional shipping)

**All dates based on original date of purchase*

RETURN REASON CODES

Too Small	1
Too Large	2
Quality Unsatisfactory	3
Did Not Like	4
Damaged	5
Size Exchange	6
Need Engraving	7
Wrong Item	8

Need help?
email us at sales@infinitytungsten.com.



INSTRUCTIONS

- **Complete ALL sections below.** Select the most appropriate Reason Code from the chart at the left.
- Provide valid payment information to cover any applicable fees (**DO NOT LEAVE BLANK**).
- Enclose this form with the item(s) you are returning, exchanging, resizing, or replacing.
- Make a copy of this form for your records.
- Securely package your item(s) with proper tracking & insurance information via USPS.
- Mail this form and your item(s) via USPS (United States Postal Service) to:

Tungsten Direct
437 N. 1100 E.
American Fork, UT 84003

NAME

TELEPHONE

<input type="text"/>	<input type="text"/>
----------------------	----------------------

ITEM(S) YOU ARE SENDING BACK

REASON CODE	ORDER #	ITEM #/DESCRIPTION	QTY	SIZE
<input type="text"/>				
<input type="text"/>				

WHAT DO YOU WANT US TO DO? (check all that apply)

Exchange Size Exchange Style Replace

ITEM(S) YOU WOULD LIKE INSTEAD

ITEM #	DESCRIPTION	QTY	SIZE
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

COMMENTS/INSTRUCTIONS/SPECIAL REQUESTS

<input type="text"/>

METHOD OF PAYMENT

REQUIRED TO COVER ANY APPLICABLE FEES OR DIFFERENCES IN COST.

VISA MASTERCARD AMERICAN EXPRESS DISCOVER CHECK
(enclosed)

ACCOUNT #

<input type="text"/>

EXP DATE (MM/YY)

SIGNATURE

<input type="text"/>	<input type="text"/>
----------------------	----------------------