

Caring for your Legacy Touch Keepsake



Thank you for purchasing your Legacy Touch Keepsake. Your beautiful keepsakes are quality heirlooms worth protecting. When not in use, we recommend storing them individually, in an airtight bag to guard from humidity.

GUARANTEE

Legacy Touch Guarantee

Our keepsakes are warranted to be free from defects in materials or workmanship for one year from the date of purchase. Within this period, Legacy Touch will repair or replace the piece at no cost to the customer.

The warranty does not cover pieces that have inscription errors made by the customer, pieces that are discolored due to environmental factors, pieces that are discolored due to allergic reactions, and pieces that have been abused or neglected by the customer.

For orders with inscription errors made by the customer or funeral director, a 50% off discount will be applied to your keepsake replacement order. Freight for returns due to errors made by the customer/funeral director will be paid by the customer/funeral home.

To obtain warranty service, please contact Legacy Touch Customer Service at info@legacytouch.com. A Return Material Authorization (RMA), which will be provided by Legacy Touch, is required for all returns/exchanges. Materials must be received within 30 days from the date that the RMA was issued. Any materials returned without an RMA will not be processed.

CRYSTAL LEGACY

Caring for your Crystal

We use premium grade optical crystal to capture your Loved One's image. Our crystals are lead-free, hardened, and highly polished. All crystal is fragile, and care should be used when handling. Crystals can be cleaned with mild glass cleaner and a microfiber cloth. Do not use household cleaners, paper towels, or any product with abrasives.

LED Base

LED bases can be powered three ways: USB plugs into computer, USB Adapter plugs into AC wall plug, or 3 AA batteries. LED bases are brighter when using USB cord vs batteries. Press button to turn your base on or off.

All bases come with a 30-day warranty covering materials and functionality under normal use.

FAQ

Can I resize my ring?

Sterling Silver, 14k Gold and Stainless Steel can be resized. There is a \$35 resizing fee and customer pays inbound shipping costs. You may also visit your local jeweler to have your ring resized. *Please note, Titanium rings cannot be resized.*

How do I reorder?

Simply visit LTkeepsakes.com and use your Loved One's PIN to reorder. If you have misplaced your PIN, please contact your funeral home provider.

Why does the color look different?

Due to differences in monitor settings, we cannot guarantee that the colors you see on screen or print are an exact color representation of the product. All colors are approximations of actual colors.

Why is my sterling silver keepsake rhodium plated?

Rhodium is the finish of choice for top end fine jewelry. It's highly reflective and has a gorgeous deep luster. Without the rhodium coating, sterling silver jewelry tarnishes rather quickly due to the copper content found in sterling silver. Since silver is a soft and malleable metal, rhodium plating works wonders by making it stronger and more scratch resistant. Please note that rhodium plating will eventually wear away over time with use. Your local jeweler can easily re-plate your silver jewelry, restoring it to its original shine.

GOOD TO KNOW

Urn Pendant

To safely transfer cremated remains, a dropper is provided inside the pendant box. Fill the dropper by squeezing the bulb and inserting it into the ashes. Release the bulb to fill the dropper. Insert tip of dropper into the pendant opening. Then, squeeze the bulb to release ashes. Repeat until full. The pendant will hold approx 1/4 tsp. of cremated remains.

Note: Once the urn pendant is full, use a soft cloth or soft brush to clean around the closure opening for a tight seal. Simply insert the birthstone closure by nesting it into the opening and pushing down firmly until it clicks into place. The closure has a water-resistant rating. Removal of the closure, once secured, will damage the seal. Please contact us to inquire about a replacement closure should this occur.

Lapel Pin Warning

Pacemakers and defibrillators can be sensitive to strong magnetic fields. If you or someone in your household has a pacemaker or defibrillator, consult a doctor about the safety of magnets and magnet closures.

Locket

Our lockets are of the finest quality and the hinges are to be treated with care. Overextending the opening on your locket can stress the hinge, as can excessive opening and closing. Your local jeweler can reinforce the hinge if you plan to open the locket many times a day. To customize and print a photo designed to fit perfectly in your locket, please visit LTkeepsakes.LocketStudio.com. (Max. upload size is 6MB)

METALS

Treat your pieces with the respect they deserve, avoiding all chemicals (including chlorine), which can be damaging to fine metals. Lockets and urn pendants carry precious photos and ashes. For this reason, they should not be submerged in water. Quality jewelry should always be shielded from hairspray, bug spray, lotions, and swimming pools. Care for your keepsakes, and they will return the favor with many years of cherished comfort.

Brass

To clean your polished brass keepsakes, use lukewarm water and mild dish washing soap. Soak your keepsake in the solution for approx. 5 minutes and then gently buff with a soft cloth. Rinse and allow to dry. Tarnish can be cleaned with a jewelry polishing cloth. Please do not use harsh chemicals or abrasive cleaners.

Stainless Steel & Titanium

To clean your stainless steel or titanium keepsakes, use lukewarm water and mild dish washing soap. Soak your keepsake in the solution for approx. 5 minutes and then gently buff with a soft cloth. Rinse and allow to dry. Tarnish can be cleaned with a jewelry polishing cloth. Please do not use harsh chemicals or abrasive cleaners.

14k Gold

Lockets can be cleaned with a soft cloth. For other 14k gold keepsakes, use warm water and mild dish washing soap. Soak your 14k gold keepsake for 20-30 minutes in the solution. Gently clean with a soft cloth or a soft-bristled brush. Rinse with lukewarm water to remove any soap residue. Please, no chlorine or other harsh chemicals or abrasives.

Sterling Silver

Lockets and urn pendants can simply be wiped clean with a soft cloth, or a silver polishing cloth. Rub gently, following the grain of the silver. All other sterling silver keepsakes can be wiped clean-or treated with silver tarnish remover, following instructions. Tarnish remover should be followed with a warm soapy wash. Rinse well, and towel dry.

Customer service hours: Monday - Friday, 8am to 5pm CST | P: 855.802.6800 | E: customerservice@legacytouch.com

Simply visit LTkeepsakes.com and use your Loved One's PIN to order additional Legacy Touch Keepsakes or for additional keepsakes

