



### Customer Return Form

Please fill out this entire form and print a copy to include in your returned package.

- You can fill out this form on your computer or print it out and fill it out.
- This form must be included with your return.

We will gladly exchange or refund your purchase within 30 days of the receipt date. Items must be in their original condition and in their original packaging, unworn and have the Fortunoff security tag attached. Customized, personalized and special order items are not returnable unless damaged or defective.

Refunds will be credited to the original method of payment, excluding delivery charges. If you received the item as a gift, we will issue a non-refundable merchandise credit for the purchase price for use on www.fortunoffjewelry.com. If you are returning a defective item or if we made an error, we will refund the full cost of the item plus the original shipping charges. All refunds and exchanges are subject to review by our Quality Assurance Team.

**All returns must follow the procedure outlined below:**

1. Contact us for a Return Authorization# at **1-800-636-7886** or [service@fortunoffjewelry.com](mailto:service@fortunoffjewelry.com)  
All Return Authorization #'s expire within 30 days from date of issue.
2. Fill out the return form below.
3. Pack the item in the original gift box and packaging and secure with strong packing tape. Remember to include the return form.
4. Ship the package to the address below by your choice of carrier. Write the Return Authorization # on the shipping label. Shipping charges must be pre-paid and are not refundable. We cannot accept COD deliveries. For your protection, insure items for their value.
5. Once we receive your returned item, it will be inspected by our Quality Assurance team.
6. Keep a photocopy of this form and any UPS, Fedex, or Post Office receipts until you receive your credit.
7. Please allow 2 weeks for the credit to be issued.

Order # \_\_\_\_\_

Return Auth # \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address 2: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Preferred Phone: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Use This Pre-Printed Label  
**Ship Returns to:**

**FFJ / Four Leaf Designs**  
**360 Maple Ave, Unit 132**  
**Westbury, NY 11590**  
 Return Auth # \_\_\_\_\_

**Check appropriate box:**

Please replace     Please exchange     Please credit original card     This was a gift, please issue me a credit     Other (explain) \_\_\_\_\_

**Check appropriate box:**

Received Damaged     Arrived Too Late     Wrong Item Sent     Changed Mind

Not as Pictured     Fit/Size Incorrect     Other (explain) \_\_\_\_\_

**Please explain your reason for return**

\_\_\_\_\_

\_\_\_\_\_

**Please fill in item numbers, quantity, and description of items being returned**

Item # _____ Qty _____	Item # _____ Qty _____
Description _____	Description _____
_____	_____

If you would like to exchange for a different item, please call **1-800-6-FORTUNOFF** for further instructions.