

# DELIA LANGAN JEWELRY REPAIR FORM

(Please please please print legibly! If we are unable to read this form it may delay the process.)

**Customer Full Name:** \_\_\_\_\_

**E-mail:** \_\_\_\_\_

**Return Shipping Address**

Address Line 1 \_\_\_\_\_

Apt / Unit # \_\_\_\_\_

City / State \_\_\_\_\_

Zip \_\_\_\_\_

**Date of Purchase:**\_\_\_\_/\_\_\_\_/\_\_\_\_

**Approx Date of Damage :**\_\_\_\_/\_\_\_\_/\_\_\_\_

**Where did you purchase this item?** delialangan.com ☐ Etsy ☐ In-person ☐

**Order number if applicable :**

**Description of Damage:**

**Payment Method:** Cash ☐ Check ☐ Paypal ☐

**FOR OFFICE USE ONLY**

**Repair Cost: \$**\_\_\_\_\_

**EMAIL SENT** ☐ **DATE:**\_\_\_\_/\_\_\_\_/\_\_\_\_

**PAID** ☐ **DATE:**\_\_\_\_/\_\_\_\_/\_\_\_\_

**Ship-Out Date:** \_\_\_\_\_

# REPAIR PROCEDURE / POLICIES

**Step 1.** Please email [support@delialangan.com](mailto:support@delialangan.com) prior to returning your item and include a photograph and description of the damage so that we can determine the cost. Please allow 1-2 weeks for an assessment of damage and price quote.

**Step 2.** Once you have received a price quote from us, print and fill out **all** fields in the repair form.

**Step 3.** Package items AS YOU RECEIVED THEM. In a bubble mailer or box with the jewelry safely inside a box, wrapped securely around something. **Jewelry sent in a paper envelope will get damaged or popped out of the envelope in transit.** We are not responsible for any returns lost or damaged in the mail - we suggest shipping your package with tracking. **If you're mailing a necklace make sure you securely wrap it around something, as we cannot untangle your jewelry for you.**

**Step 4.** In the package, include the repair form, and the cost of the repair in cash or check. Checks should be made out to Delia Langan. You may also pay via PayPal by sending the quoted amount to [support@delialangan.com](mailto:support@delialangan.com)

**Mail package to:**

Delia Langan ATTN REPAIRS  
1027 Grand Street STE 307  
Brooklyn, NY 11211

**What happens next?**

Please allow 3-6 weeks after payment is received for us to mail your repaired item to you. We will email you with the total cost of your repair (including shipping overages).

**How will I receive my repair?**

*All repaired items will be shipped to you upon completion.* Shipping is \$3.75 and will be included in the repair price. Sorry but we cannot accommodate pickup requests.

**PLEASE NOTE - WE CANNOT ACCEPT THE FOLLOWING AS REPAIRS :**

**LOST SINGLE EARRINGS**

We cannot accept single earring replacement requests. Our earrings are made as matching pairs and cannot be purchased individually. If you lose an earring, purchase a new pair and that way you'll always have a spare!

**TANGLED CHAINS**

We cannot untangle knotted chains. Knotted chains will be processed and charged as a chain replacement.

Have any other questions? Contact [support@delialangan.com](mailto:support@delialangan.com) and we will do our best to help!