

DELIA LANGAN JEWELRY REPAIR FORM

PLEASE PLEASE PLEASE PRINT LEGIBLY!

Customer Full Name: _____

Customer Ph. #:(____) — ____ — ____

Customer E-mail: _____

Customer 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-store

Invoice number :

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 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 in transit. We are not responsible for any returns lost or damaged in the mail. **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

Mail package to:

Delia Langan ATTN Repairs
242 Grand Street, storefront
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?

PLEASE NOTE In order for us to most efficiently and quickly return your repaired jewelry to you, *all repaired items will be shipped to you upon completion.* Shipping is \$3.50 and will be included in the repair price. Unfortunately since our workshop does not keep set hours we cannot accommodate pickup requests.

Isn't it just easier to come by the shop and pick it up?

Nope! This is basically a one to two man show, and our day to day plans change frequently and often require us to be out of the shop. While I love seeing you guys, I absolutely cannot commit to meeting you at the store at a specific time.

PLEASE NOTE - WE CANNOT ACCEPT THE FOLLOWING AS REPAIRS :

LOST SINGLE EARRINGS

Unfortunately 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 and we will do our best to help!