


Tula BLUE
FIVE P'S
for a successful
Exchange/Repair/Resize

Hi there! We're *totally* happy to help you with your exchange/repair/resize. We want you to love & *enjoy* your Tula Blue! To ensure we receive your package, we have written out the **FIVE P's** for a successful exchange/repair/resize:

1. *Print* & complete the form. Be specific, we will need to know your desired length & any other changes that are required.
2. *Place* your jewelry back in it's pouch or a ziplock. **Please do not put your jewelry in the package loose.**
3. *Package* your complete form & Tula Blue in a secure padded envelope. **Please do not put your Tula in a letter envelope.**
4. *Protection*, mail your package with tracking. Tula Blue is not responsible for any lost/missing packages/pieces.
5. *Patience*, we will get your Tula Blue back to you ASAP, please expect about a 7-10 turnaround with shipping both ways.

Need the form? Questions? Please contact us through our Etsy shop,

www.TulaBlueRope.com

TulaBLUE Exchange/Repair

We want you to absolutely love wearing your Tula Blue! That said, let's figure out how we can get it right. Please print, complete and return this form with any Tula Blue that you are mailing back to us for any reason. Alternatively, you can come see us at an upcoming event. Event schedule can be found here: www.TulaBlueRope.com

Shipping Charges: The customer is responsible for all shipping charges associated with any exchange, return or re-sizing. The customer is responsible for the return shipping of a repair and Tula Blue will cover the shipping of your repaired piece back to you.

Mail this form & your Tula Blue to:

Tula Blue
9826 Timber Ridge Pass
Austin TX 78733

ONLINE EXCHANGE : If you purchased your Tula Blue at a 3rd party retailer, you will need to contact that specific store for its own exchange/return policies. If you purchased your Tula Blue from either a Tula Blue event or thru our online shop and you would like to exchange it, we are happy to accept your unworn item within 15 days of purchase in exchange for store credit or another item in our shop for equal or lesser value, minus the cost of shipping.

As we make your orders once received, we do not accept exchanges/returns on custom orders, items that have been altered or items that were ordered shorter than our standard lengths.

RE-SIZING: Generally speaking, we can usually shorten any piece no problem. And we are happy to help size your piece at any event or you can mail it to us. You will need to specify what length you want. (Necklaces are made in 1" increments, WRAPS and anklets are made in 0.5" increments, bracelets are made in 0.25" increments.) And if a longer length is needed for an unworn item, it can be exchanged within 15 days. If you have had your Tula a while and want it re-strung or we must cut the rope to make a longer piece this can be done for a small fee. Once we receive your Tula Blue piece in our workshop, we will email you a link to a custom listing to pay this fee. Fee will vary depending upon the piece.

REPAIRS: Our 365 day repair warranty does not cover damages caused by improper care or accidents. Please note that dropped stones/shells can break, anklets should not be shaved & cats have been known to enjoy Tula, too. Best to keep it away from your feline friends!

If your Tula Blue breaks **within** 365 days from the day it is purchased, we are happy to repair the item for you free of charge, no matter where you purchased it.

If your Tula Blue breaks **after** 365 days, we are happy to repair your item at a small fee. We will email you a link to a custom listing to pay for this fee after we receive your Tula Blue back. Fee will vary depending upon the piece.

NAME	
ADDRESS	
EMAIL	
PHONE	
ITEM	
PURCHASED	DATE <input type="checkbox"/> RETAIL STORE (shop name/add receipt)
	<input type="checkbox"/> EVENT (name/receipt #) <input type="checkbox"/> ONLINE (order #)
REASON	<input type="checkbox"/> EXCHANGE (15 days) <input type="checkbox"/> RESIZE (15 days)
	<input type="checkbox"/> REPAIR (under 365 days) <input type="checkbox"/> REPAIR (over 365 days)
DETAILS	
<small>Please be specific, include length. Tula Blue pieces are made in different increments. Necklaces: 1" increments (ex. 16", 17", 18") Anklets: 0.5" increments (ex. 9.5", 10", 10.5") Bracelets: 0.25" increments (ex. 6.75", 7", 7.25")</small>	

FOR *Tula Tribe* USE ONLY

Date received	Date mailed back
Received by	Via <input type="checkbox"/> Etsy <input type="checkbox"/> Stamps.com <small>tracking/ order #</small>
Made by	Cost (if any)
Action Taken (cont. on back)	