



Repair or Replace

Name: _____

Order Number & Date: _____

Email address: _____

Phone number: _____

Mailing Address: _____

My repair or replacement falls under your guaranteed time periods.
60 days for chain & 180 days for all else. (from date received)

My repair or replacement does NOT fall under your guaranteed time periods.
I understand that I may be charged repair & return shipping costs.
I understand that I will be notified & must approve of any charges
before work is done.

My repair or replacement does NOT fall under your guaranteed time periods.
I have already contacted Heart & Stone and approve the repair charges quoted
in the amount of _____ plus return shipping. (please include check or
call us with your credit card info at 508.466.8333)

Mailing Instructions:

1. Pack your pieces in a HARD SIDED BOX! We recommend USPS priority mail, it's fast, reasonably priced and you can get a free box at the post office. Though we find this method very reliable we recommend insuring your package as Heart & Stone cannot accept responsibility for items not received or damaged in transit.

2. Put this form in the box along with your items and mail to:

H&S

Attn: Repair or Replace

269 West Main Street 3A

Northborough, MA 01532

Signature: _____

Date: _____