

CHAN LUU

JEWELRY WARRANTY & REPAIR REQUEST FORM

Chan Luu offers repairs on items purchased in our stores, online or from our retail partners. Please complete the following form so we may process your Warranty/Repair Request as quickly as possible:

Customer Information:

Name: _____ Email: _____ Telephone: _____

Street Address: _____ City: _____

Zip Code: _____ State: _____ Country: _____

Product Information:

Product Description/Style: _____

Date of Purchase: _____ Location of Purchase: _____ Color: _____

Describe the Defect/Damage: _____

Payment Information:

There is no charge to repairs defects found within one year of the date of purchase of your Chan Luu jewelry piece. For pieces purchased more than a year ago, the fee to repair your pieces is \$25. Please include check made payable to Chan Luu, LLC, or provide your payment information below. We only accept AMEX, VISA, MC. We do not accept Discover.

Credit Card Number: _____ Expiration: _____

Name: _____ Street Address: _____

City: _____ Zip Code: _____ State: _____ Country: _____

Shipping Instructions:

Please send your piece via a reputable shipping service, with tracking, to:

CHAN LUU, LLC
ATTN : REPAIR WORKSHOP
818 S. BROADWAY, 6TH FLOOR
LOS ANGELES, CA 90014

Please include in the shipment:

1. Your Chan Luu jewelry piece to be repaired.
2. A filled copy of this form.

This warranty and repair policy only applies to jewelry products. We cannot process warranty or repair requests which are not accompanied by the fully completed Warranty and Repair Request form. Warranty and repair requests are individually process and repairs are made by hand – please allow six - eight weeks from the date we receive your jewelry piece.

If you have any questions regarding a repair, please contact customer service.

Phone: 1-877-242-6588 (M-F 9am-5pm PT)

Email: customerservice@chanluu.com