

# EFA, Inc.

611 Wilshire Blvd., Ste. 802, Los Angeles, CA 90017 - 1-877-472-2700 (International: 213-627-1300)

## Returns

If you are not completely satisfied with your purchase, you may send any un-engraved, non-custom item back for a refund within 30 days of purchase. All items must be in their original, unworn condition, and the jewelry box and diamond grading report must be returned (if applicable).

## Exchanges

Any stockable, un-engraved and non-custom item can be exchanged for a new item or a different size within 30 days of purchase. Any difference in product price will be charged or credited.

## Warranty or Repair Service

We provide a one-year extended service plan for our diamond jewelry, as well as complimentary cleaning, polishing and rhodium plating. The applicable exchange shipping and handling fee will apply.

## Fee Schedule

Restocking fee Returns only (<\$1,000)	\$15
Restocking fee Returns only (>\$1,000)	\$45
Exchange shipping and handling (<\$1,000)	\$15
Exchange shipping and handling (\$1,000 - \$7,500)	\$45
Exchange shipping and handling (>\$7,500)	\$65
Ring engraving (20 characters max)	\$19.99
Engagement ring engraving (15 characters max)	\$40

**Step 1** - Please fill out the information below.

Invoice number: \_\_\_\_\_ Daytime telephone number: \_\_\_\_\_

Billing information: \_\_\_\_\_ Shipping information (if different): \_\_\_\_\_

Name \_\_\_\_\_ Name \_\_\_\_\_

Address \_\_\_\_\_ Address \_\_\_\_\_

City \_\_\_\_\_ City \_\_\_\_\_

State/Prov \_\_\_\_\_ ZIP \_\_\_\_\_ State/Prov \_\_\_\_\_ ZIP \_\_\_\_\_

**Step 2** – Check all that apply:  Return item,  Exchange item,  Engraving,  Repair / Warranty  
Comments/Instructions (Please be specific and include item code(s) if applicable; 20 characters max for engraving):

\_\_\_\_\_  
\_\_\_\_\_

**Step 3** – Method of payment (Visa, MasterCard, American Express):

Required to cover any applicable fees or differences in cost

Credit card number: \_\_\_\_\_

Expiration date: \_\_\_\_\_ Card verification number: \_\_\_\_\_

Signature: \_\_\_\_\_

**Step 4** – Please ship your invoice, this completed form and the item(s) in question back to us (our address is at the top of this page) in a secure box. Do not write “diamonds” or “jewelry” on your package. Typical turnaround is three business days plus transit time. If you have any questions or concerns, please give us a call at 877-472-2700.