

\*\*\* IMPORTANT \*\*\*

Please call our Gemstone Advisor team at 800-727-8877 to obtain a Return Merchandise Authorization Number (RMA#) before returning your item.

RMA# \_\_\_\_\_ Gemstone Advisor you spoke with: \_\_\_\_\_

Name \_\_\_\_\_ Daytime Telephone \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State/Province \_\_\_\_\_ Zip/Postal Code \_\_\_\_\_

Country \_\_\_\_\_ Email \_\_\_\_\_

Necklace/Item name \_\_\_\_\_

Reason for return or exchange/Notes \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Was the item purchased within the last 30 days?  Yes  No Has the item been used or worn?  Yes  No

How would you like us to handle your return/exchange?  Gemisphere credit  Refund of payment\*  Exchange

If an exchange, please specify the desired replacement: \_\_\_\_\_

\* Please note that credit card refunds may take up to 15 business days to process.

### Returns

Gemisphere will provide a full refund for any unused gemstones returned within 30 days (U.S.) or 45 days (International) of purchase and accompanied by the original invoice and a return merchandise authorization (RMA) number. To obtain an RMA number, please call a Gemstone Advisor at 800-727-8877.

**We regret that we cannot offer refunds or exchanges for gemstones that have been worn or used.** Gemstones with fragrance on them will be considered worn and therefore ineligible for return or exchange. We strongly suggest not trying on gemstones while wearing perfume or scented oils if you are considering returning the item. Shipping and handling charges are not refundable.

### Exchanges

If you wish to exchange a necklace, and it meets our Returns criteria (above), we will gladly replace it with another necklace of your choice. Please indicate your choice for the replacement above. As soon as we receive your necklace, we will ship the new necklace to you. If there is a difference between the price of your returned item and the new one you are requesting, we will contact you regarding the payment or credit method you prefer.

### Shipping Guidelines

1. Package your return securely in a sturdy box. Please use environmentally packing material (for example, newspaper).
2. Enclose this form and a copy of the original invoice. (If you do not have the original invoice, please write your order number and purchase date at the top of this form.). Write your RMA number on the outside of the package.
3. Ship your package to our mailing address below. We also suggest that you insure your package.
4. If shipping your package internationally, please label "DO NOT X-RAY."

### Gemisphere

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