

Hyo Silver takes pride in our reputation for quality products and customer service. We provide a one year warranty against damage due to manufacturers' defects. If your item falls within the warranty, it will be repaired or replaced at no cost. For cherished items that fall beyond the warranty, we provide repair services at a reasonable rate. We offer complimentary cleaning and antiquing for all Hyo Silver products. \*Shipping charges may apply. See our **SATISFACTION POLICY** for full details.



For Office Use Only

## PRODUCT SERVICE REQUEST FORM

hyosilver.com

Toll Free Ph. (877) 796-7961

customerservice@hyosilver.com

### PLEASE INCLUDE A COPY OF YOUR RECEIPT

**If you do not have a copy of your receipt, please complete the fields below**

DATE OF PURCHASE:

LOCATION OF PURCHASE:

**PLEASE FILL OUT THE BILLING INFORMATION BELOW**

INVOICE/ RECEIPT NUMBER:

NAME ON ORDER:

ADDRESS:

APT/SUITE:

CITY:

STATE:

ZIP CODE:

PHONE NUMBER:

EMAIL ADDRESS:

**PLEASE FILL OUT THE INFORMATION BELOW IF SHIPPING TO ANOTHER ADDRESS OTHER THAN YOUR BILLING ADDRESS**

NAME:

ADDRESS:

APT/SUITE:

CITY:

STATE:

ZIP CODE:

PHONE NUMBER:

EMAIL ADDRESS:

**PLEASE DESCRIBE YOUR SERVICE REQUEST:**

**PAYMENT**

NOTE: If you would prefer to be contacted for payment, leave the below credit card field blank.

Customer is responsible for shipping charges as well as service fees beyond our warranty.

Your card will be charged upon completion of service, when the item is ready to ship.

**PLEASE CHARGE TO MY (check one):**

VISA  MASTERCARD  AMERICAN EXPRESS  DISCOVER

Most service fees beyond warranty are \$50 or under.

Please contact me first if service fee is over \$\_\_\_\_\_

CC#

EXPIRATION DATE:

SIGNATURE:

**SHIP PACKAGE**

Enclose this form along with item in a cardboard box and send in an insured/traceable method to:

**For UPS, Fed Ex, or  
Other Carrier Services**

Send to:

Hyo Silver

1107 12th Street

Bandera, Tx 78003

**For US Postal Services**

Send to:

Hyo Silver

PO BOX 2488

Bandera, Tx 78003

**Turnaround Time and Notification**

Once your service request has been processed, you will receive an email confirmation with an estimated completion date OR notification of return shipment.

**Cleaning & Antiquing** - within 10 business days from receipt, you should receive an email notification of return shipment

**Repairs/Refurbishing** - within 5 business days you should receive an email notification with estimated completion date, cost of repair if applicable, and service order number.