

Thank you for shopping with Hyo Silver. We take pride in our reputation for quality products and customer service. If for any reason you are not in love with your stock item selections, we will gladly issue you a store credit for future use on stock or custom items, or exchange the item for you within **30 days of purchase** when returned in new condition. *Custom or made-to-order items are nonexchangeable. See our **SATISFACTION POLICY** for full details.



EXCHANGE FORM

For Office Use Only

hyosilver.com

Toll Free Ph. (877) 796-7961

customerservice@hyosilver.com

STEP 1: PLEASE FILL OUT THE BILLING INFORMATION BELOW

| | | |
|-----------------|--------|------------|
| INVOICE NUMBER: | | |
| NAME ON ORDER: | | |
| ADDRESS: | | APT/SUITE: |
| CITY: | STATE: | ZIP CODE: |
| PHONE NUMBER: | | |
| EMAIL ADDRESS: | | |

STEP 2: 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: | | |

STEP 3: HOW CAN WE HELP YOU?

- Please exchange my item Please issue me a store credit for item enclosed

Note: Be sure to include details such as item number, stone color, and size if applicable for exchange.

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|--|
| Style Number and Details of Item you Received: |
| |
| Style Number and Details of Item you would like in Exchange: |
| |
| Additional Comments: |
| |
| |

STEP 4: PAYMENT FOR BALANCE OF EXCHANGE AND/OR SHIPPING

NOTE: If you would prefer to be contacted for payment, leave the below field blank. Customer is responsible for shipping charges and balance due for exchange. Once your exchange has been processed, the credit card below will be charged. Any remaining funds will be used for remaining balance or issued as a store credit.

| | |
|------------|--------------------|
| CC# | EXPIRATION DATE: |
| SIGNATURE: | CVV/Security Code: |

STEP 5: RETURN SHIP YOUR PACKAGE

Enclose this form along with your exchange item in original packaging or cardboard box insured for the amount listed on the invoice. Please allow 10 business days for us to process your request upon receipt.

When using the **Post Office** send to:

Hyo Silver
PO Box 2488
Bandera Texas
78003

When using **UPS, FED EX**
or other Carrier Services send to:

Hyo Silver
1107 12th Street
Bandera Texas
78003