GUY & EVA RETURN MERCHANDISE AUTHORIZATION (RMA) FORM

Please fill out this form and send along with original invoice, jewelry, and original packaging to Guy & Eva Returns. Address and full instructions can be found at www.guyandeva.com

Shipping and Processing Fees
If doing a Lifetime Repair/Replacement, you will be issued a pre-paid mailing label. Follow the instructions included with the label for proper application and shipment.

If doing a Return/Exchange and/or Normal Wear and Tear or Accidental Breakage exchange, you may request a pre-paid mailing label at an additional cost of $5 or you may ship your package back to our corporate offices at your own expense.

Please note – if Return/Exchange and/or Normal Wear and Tear or Accidental Breakage items are shipped together with Lifetime Repair/Replacement items, you will be subject to both the $5 processing fee and the $5 pre-paid label fee.

1. BASIC INFO

RMA # _____
(OBTAIN RMA # BY CALLING 888-502-3336)

CUSTOMER NAME _____

STYLE ADVISOR NAME _____

ORIGINAL INVOICE # _____

2. RETURN SHIPPING INFORMATION (IF APPLICABLE)

NAME _____

STREET ADDRESS _____

CITY _____

STATE _____ ZIP CODE _____

3. CHOOSE METHOD OF PAYMENT (IF APPLICABLE)

☐ CHECK ENCLOSED (PAYABLE TO GUY & EVA)

☐ CALL FOR CC INFO (PHONE #: _____)

☐ PAY WITH CREDIT CARD - INFO BELOW:

CC # _____ EXP _____

NAME _____

STREET ADDRESS _____

CITY _____

STATE _____ ZIP CODE _____

* incorrect information will delay process

4. CHECK ALL THAT APPLY

☐ $5 LABEL FEE + ☐ $5 EXCHANGE PROCESSING FEE + ☐ ADDITIONAL OWED FOR JEWELRY = TOTAL AMOUNT DUE _____

5. LIST ITEMS

ITEM #	ITEM NAME	SIZE	TYPE CODE	REASON CODE	EXCHANGE ITEM #	EXCHANGE ITEM NAME

TYPE CODES
00 - Return for full refund within 45 days
01 - Exchange new piece for different piece within 45 days
02 - Replace for manufacturer's defect
03 - Replace at 50% discount for normal wear and tear or accidental breakage

REASON CODES
00 - Did Not Like
01 - Different Than Expected
02 - Changed Mind
03 - Too Heavy
04 - Too Large
05 - Too Small
06 - Too Tight
07 - Too Loose
08 - Incorrect Size
09 - Incorrect Item Sent
10 - Broken Clasp
11 - Broken Link
12 - Broken Chain
13 - Missing Stone/Crystal
14 - Finish Wearing
15 - Finish Flaking
16 - Broken Strand

6. SIGN

By signing below, you authorize Guy & Eva to charge the above credit card for any applicable charges and agree to all applicable policies contained herein.

SIGNATURE _____ DATE _____