

MERCHANDISE RETURN INSTRUCTIONS

Dear Customer,

Servicing our customers in a timely manner is of the utmost importance, which is why we offer a pre-paid Merchandise Return Label for all returns and exchanges. Please follow the steps below to process your return:

1. **Complete the Merchandise Return Form and include with your return.** You may include multiple items in one package. However, each package must contain the Merchandise Return Form that corresponds with the enclosed jewelry. Each order number must have its own Merchandise Return Form.
2. **Print the shipping label.** Contact returns@touchstonecrystal.com to obtain a prepaid return label. You can print it on plain 8 ½ by 11 white paper or a self-adhesive full page label.
 - Cut the shipping label off the top portion and follow the directions included to affix to your package. **Keep the bottom portion with the USPS tracking number for your records.**
 - Each shipping label can only be used one time.
3. **Prepare your return package** by packaging the jewelry with the corresponding Merchandise Return Form(s). We cannot process your return without this form that includes your order number.
4. **Mail your package.** Place the package in your mailbox or drop at any United States Postal Service (USPS) local post office or pick up location.

Once your return is received, it will be processed within 7-10 business days.

We are not responsible for any lost/damaged shipments.

If you have any questions, please contact your Brand Partner or Customer Support at support@touchstonecrystal.com

Thank you!

MERCHANDISE RETURN FORM ONE FORM PER ORDER NUMBER

Please complete this form in its entirety and include with your product. Cash/Checks will not be accepted.

45-Day Refund: If you are not happy with your Touchstone or Tocara jewelry and do not want to choose another piece as an exchange, you can return it for a refund and we'll pay the shipping. In order to receive a refund, products must be returned in resaleable condition and in their original packaging. Refunds will not be issued after 45 days. Shipping charges from your original order are not refundable.

90-Day Replacement, Exchange and Limited Warranty on Manufacturer's Defects: If you are not happy with your jewelry, you can return it for a replacement or exchange within 90 days and we'll pay the shipping. In order to receive a replacement or exchange, products must be returned in resaleable condition and in their original packaging. In addition, all jewelry has a 90-day warranty against manufacturer's defects from the date of purchase. This warranty only covers defects in materials and workmanship. The warranty does not cover damage caused by accident, misuse or abuse, modification, attempted repair, negligence after purchase, wear and tear, or failure to follow the product care instructions. If

your jewelry is deemed to have a manufacturer's defect, it will be replaced free of charge.*

Lifetime Replacement: If your jewelry becomes damaged for any reason after 90 days of purchase, our generous Lifetime Replacement Policy will keep you shining! Damaged items can be replaced for a fee. If the retail value of the damaged item is less than \$59.99, it can be replaced for \$15.00 + tax. If the retail value of the damaged item is \$60.00 or more, it can be replaced for \$25.00 + tax. Shipping is included.*

Puralta Skincare Satisfaction Guarantee: We want you to love every part of your Puralta experience. If you're not completely satisfied, even if you've used the entire product, you may return it for a full refund or replacement within 30 days of purchase. That's our Empty Bottle Guarantee. Shipping fees are non-refundable.

*If your original selection is no longer available, you may choose another item of equal or greater value and pay the difference (plus any applicable lifetime replacement fees).

Step 1: Information

Brand Partner Name _____ **Ship to Name** _____
 Brand Partner ID# _____ Street Address _____
Customer Name _____ City _____ State _____ Zip _____
 Customer phone _____ Customer email _____

Step 2: Item(s) returned (one form per order #) (for additional items, please attach separate sheet)

order #	original order date	item #	size	description	refund	reason (code #)	price paid
					<input type="checkbox"/>		
					<input type="checkbox"/>		
					<input type="checkbox"/>		
					<input type="checkbox"/>		
total =							\$

- reason for return codes**
- 1 - wrong size ordered
 - 2 - different from shown in catalog
 - 3 - ordered by mistake
 - 4 - manufacturer defect (explain below)
 - 5 - correct item ordered, wrong item shipped
 - 6 - didn't like item (explain below)
 - 7 - customer "wear & tear" (explain below)

comments _____

Step 3: Replacement/exchange item(s) (please ship me the following)

item #	size	description	price

Please use this credit card for refund/charge.

Exp / CVV

Name _____

Billing address _____

City _____ State _____ Zip _____

Signature _____

If **Brand Partner**, please check here to authorize and **charge card** on file (last four digits and CVV) for Lifetime Replacement and/or balance owed.

Last 4 of card CVV

total =	\$
difference in price =	
lifetime replacement fee (\$15 or \$25) =	
subtotal	
state sales tax ____%	
Check one (✓):	<input type="checkbox"/> amount due
	<input type="checkbox"/> refund due
total =	\$

office use only