lia sophia

SHARE THE LOVE OF JEWELRY®

Exchange Form

At **lia sophia**, Customer satisfaction is our No. 1 priority.

To ensure that we always exceed your expectations, we offer a full Lifetime Replacement Guarantee.

Because the guarantee is offered by **lia sophia**, ALL returns or exchanges MUST be handled through the company and NOT the Advisor. Shipping charges are not refundable, and cash refunds are not available after 45 days.

- Jewelry may be returned for replacement due to a manufacturer's defect, with your original Purchase Receipt/proof of purchase (reverse side).
- Jewelry returned within 120 days will be replaced at no charge.
- After 120 days, please add a $5 PER ITEM handling charge.
- If your original selection is no longer available, you may choose another item(s) of equal or greater value, or you will receive a gift certificate for its retail value.
- If you select an item(s) of greater value, the retail difference and applicable sales tax are required.

Allow two to three weeks for processing.

Keep a copy of the original Purchase Receipt for your records.

Send the item(s) to be returned/exchanged along with both sides of the completed Customer Purchase Receipt/Exchange Form (proof of purchase) and any monies due to:

lia sophia, attn: Exchanges
855 Foster Avenue
Bensenville, IL 60106

***lia sophia** is not responsible for lost or mis-directed mail.

name _____ phone _____

address _____

city _____ state _____ zip _____

Advisor name _____ Advisor number _____ original shipment number _____ date of Show _____

add $5.00 per item handling fee after 120 days of purchase *(or current rate)* per item

Reason Codes:

1. Broken 2. Incorrect item or size ordered 3. Incorrect item or size received
4. Defective 5. Did not like 6. Defective finish 7. Other _____

Item(s) being returned:

	STYLE NUMBER	SIZE	NAME/DESCRIPTION	REASON CODE	HOW PURCHASED REG	HALF	OTHER	PRICE
1								
2								
3								
4								
5								

TOTAL RETURNED ITEMS

I would like to:

○ Replace with same item ○ Receive a Merchandise Certificate
○ Exchange for a different item(s) ○ Receive a refund *(NOT available after 45 days)*

Item(s) being requested for exchange:

	STYLE NUMBER	SIZE	NAME/DESCRIPTION	HOW PURCHASED REG	HALF	OTHER	PRICE
1							
2							
3							
4							
5							

TOTAL REQUESTED EXCHANGE ITEMS
Fill in shipping and sales tax below, if applicable.

Payment included with return: ***(Please do not send cash)***

Check one: ○ check ○ credit card

(Include $5 handling fee or current rate per item after 120 days of purchase.)

credit card number

If a mathematical error occurs, the Company is authorized to adjust the charge amount indicated to prepay the order. exp. date / $ amount .

○ VISA ○ MasterCard ○ DISCOVER NOVUS

cardholder signature _____

PRICE DIFFERENCE	
SHIPPING *(Taxable in some states)* (if price difference is greater than original item, **ADD $3.80**)	
ADD SALES TAX % _____ (if price difference is greater than returned item)	
HANDLING FEE $5 PER ITEM *(or current rate)* (Jewelry returned after 120 days)	
TOTAL DUE	

Customer Service 1-800-959-3324 **www.liasophia.com**

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