

## The Jewelry Repair Company

### **Please follow the procedures for having your pieces repaired:**

1. Fill out Repair Request Form either electronically (*preferred*) or fill in by hand.
2. Make sure to fill in all the requested information on form. (*please be as specific as possible*)
3. Number each piece with a tag or by placing it in a bag with the same number as the line item on the request form.
4. **Mark the stones you want changed out with marker or some other indicator so we make sure to remove the correct stone(s).**
5. If piece for repair needs to match other pieces, please send all pieces. Example: send both earrings even if only 1 earring needs repaired.
6. Include a copy of completed form with your package
7. Ship your package to the following address:

**TJRCo.**  
**Attn: Melissa Schultz**  
**6311 Ronald Reagan Dr. Suite 2001**  
**Lake St. Louis, MO 63367**

8. Be sure to insure your package for the value you place on the items. Especially if sending in family heirlooms or high dollar pieces, we strongly recommend getting a signature confirmation upon delivery.
9. Once we receive your package we will send you an email that we have received package.
10. We will go through your items and assess each piece. Wait time varies based on current workload.
11. We will fill in the estimated repair cost part of the form and email it back to you.
12. Email us with which items you want to proceed with repairing.
13. Once we have your approval we will begin the repairs.
14. After the repairs completed we will send you an email letting you know we are done.
15. You will then receive an email from PAYPAL notifying you of amount due.
16. Follow link and make your payment with PAYPAL or with a major credit card of your choice.
17. Once we receive notice of payment received, we will then package and ship your repaired items.
18. Our standard insurance coverage is \$100. Please inform us if you want additional coverage.
19. You will receive email from the shipping company with the tracking information.

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*Complete form and include printed copy with items. By sending in items for repair, you are agreeing to the Terms and Conditions on page 1 of this form. 7/15*

Name _____	Date _____
Company _____	Phone _____
Address _____	Amt. to insure return package for
City/State/Zip _____	\$ _____
email Address _____	
Special Instructions _____	

Customer to fill out Piece Description and Requested work

This area to be filled out by TJRC

Item #	Piece Description	Requested Work <i>(be as specific as possible)</i>	Estimated Repair Cost	Actual Repair Cost
Ex.	Gold earrings w/ruby stones	Replace 2 missing stones and clean		
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
<b>Total</b>			\$ -	\$ -