



## Maintenance Request Form

Date:	
*Contact Name:	Purchaser Name (if different)
* Contact Phone Number	
* Contact Email Address:	

**\*Required Fields**

**Reason for Return- check all that apply:**

- Clean and inspect (for warranty)
- Repair
- Sizing
- Tack (2 or more rings together)
- Upgrade/Trade
- Other\*

**Please explain what you wish to have completed (if other) \***

**Shipping Instructions:**

Package your item in a **secure** BOX (do not use an envelope, padded or not), and if you have a copy of the certified appraisal, please include it. Don't worry, your warranty will not be voided if you don't have a copy of the appraisal

Ship us your package, *insured for the certified appraisal amount*, Fed Ex or shipping carrier of your choice

Upon receipt we will email you to confirm items as well as service requested, and return shipping address.

We will carefully inspect your jewelry and professionally clean/repair it. If we discover any potential problems requiring attention, we will correct them free of charge.

Once the work is complete, we will ship your fine jewelry items back to you using Fed Ex 2Day, with a SIGNATURE REQUIRED. You will be notified via email of the return shipment as well as tracking information.

**Address to return your jewelry once work is completed**

**Please ship items to:**

ShaneCo.com c/o Brinks Inc.  
 2203 Uravan Street  
 Aurora, CO 80011

**(NOTE- A SIGNATURE WILL BE REQUIRED FOR RETURN SHIPMENT)**

questions- [servicedept@shaneco.com](mailto:servicedept@shaneco.com)  
 Visit us online at [ShaneCo.com](http://ShaneCo.com)

Call us at 866-467-4263