

Hyo Silver takes pride in our reputation for quality products and customer service. We provide a one year warranty against damage due to manufacturers' defects. If your item falls within the warranty, it will be repaired or replaced at no cost. For cherished items that fall beyond the warranty, we provide repair services at a reasonable rate. We offer complimentary cleaning and antiquing for all Hyo Silver products. *Shipping charges may apply. See our **SATISFACTION POLICY** for full details.



For Office Use Only

PRODUCT SERVICE REQUEST FORM

hyosilver.com

Toll Free Ph. (877) 796-7961

customerservice@hyosilver.com

STEP 1: PURCHASE VERIFICATION (WARRANTY ONLY)

Include a copy of receipt or invoice OR Enter as many details as possible so we may locate your purchase info	
NAME OF ORIGINAL PURCHASER and/or NAME ON ORDER:	
APPROX DATE OF PURCHASE:	

STEP 2: ENTER YOUR BILLING INFORMATION

NAME:		
ADDRESS:	APT/SUITE:	
CITY:	STATE:	ZIP CODE:
PHONE NUMBER:		
EMAIL ADDRESS:		

STEP 3: ENTER YOUR SHIPPING INFORMATION: (if same as billing address, please leave blank)

NAME:		
ADDRESS:	APT/SUITE:	
CITY:	STATE:	ZIP CODE:
PHONE NUMBER:		
EMAIL ADDRESS:		

STEP 4: PLEASE DESCRIBE YOUR SERVICE REQUEST

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STEP 5: PAYMENT

PLEASE NOTE: If you would prefer to be contacted for payment, leave the below credit card field blank. Customers are responsible for shipping charges as well as service fees beyond our warranty. Your services must be paid **BEFORE** we can begin work on it.

PLEASE CHARGE TO MY (check one):

VISA MASTERCARD AMERICAN EXPRESS DISCOVER

Most service fees beyond warranty are \$50 or under. Please contact me first if service fee is over \$_____	
CC#	EXPIRATION DATE:
SIGNATURE:	CVV/CVC (code on back):

STEP 6: SHIP

Package this form and item in a **SECURED AND INSURED* BOX** and ship to us:

For UPS, Fed Ex, or Other Carrier Services
Send to:
Hyo Silver
1107 12th Street
Bandera, Tx 78003

For US Postal Services
Send to:
Hyo Silver
PO BOX 2488
Bandera, Tx 78003

Turnaround Time and Notification
Once your service request has been processed, you will receive an email confirmation with an estimated completion date OR notification of return shipment.
Cleaning & Antiquing - within 10 business days from receipt, you will receive a phone call for the cost of return shipping.
Repairs/Refurbishing - within 5 business days you should receive an email notification with estimated completion date, cost of repair paid if applicable, and service order number.

*Insuring your item is recommended as customers are responsible for lost, damaged, or stolen packages sent to our store location addresses. All packages sent from the Hyo Silver store location are insured.