

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 and antiquing for all Hyo Silver products. \*Shipping charges may apply. See our SATISFACTION POLICY for full details.



For Office Use Only	
Date Received:	_____
Received by:	_____
Refurbished by & date:	_____
Verified by:	_____

## PRODUCT SERVICE REQUEST FORM

HYOSILVER.COM

TOLL FREE PH. (877) 796-7961

CUSTOMERSERVICE@HYOSILVER.COM

### STEP 1: PURCHASE VERIFICATION (Only required on warrantied repairs)

Include a copy of receipt, invoice, OR enter as many details as possible so we may locate your purchase information.	
NAME OF ORIGINAL PURCHASER and/or NAME ON ORDER:	
APPROXIMATE DATE OF PURCHASE:	

### STEP 2: ENTER YOUR BILLING INFORMATION

NAME:		
ADDRESS:	APT/SUITE:	
CITY:	STATE:	ZIPCODE:
PHONE NUMBER:		
EMAIL ADDRESS:		

### STEP 3: ENTER YOUR SHIPPING ADDRESS (If different from billing address)

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. The balance for repair work is collected before service order is started.

#### 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):

#### 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** Your item will be processed & shipped within 10 business days.  
**Repairs/Refurbishing** Once processed you will receive an email with an estimated completion date and service order number.

### STEP 6: SHIP

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

#### For UPS, Fed Ex, or Other Carrier Services

Send to:  
 Hyo Silver  
 1107 12<sup>th</sup> Street  
 Bandera, Texas 78003

#### For US Postal Services

Send to:  
 Hyo Silver  
 P.O. Box 2488  
 Bandera, Texas 78003

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