

Thank you for shopping with Hyo Silver. We take pride in our reputation for quality products and customer service. If for any reason you are not in love with your stock item selections, we will gladly issue you a store credit for future use on stock or custom items or exchange the item for you within 60 days of purchase when returned in new condition. *Custom or made-to order items are nonexchangeable. See our SATISFACTION POLICY for full details.



EXCHANGE FORM

DATE RECEIVED: _____
 RECEIVED BY: _____
 PULLED BY: _____
 VERIFIED BY: _____
 ITEMS RECEIVED: SKU, COLOR, SIZE, EXCHANGE ELIGIBLE

ITEMS REQUESTED: SKU, COLOR SIZE

For Office Use Only

HYOSILVER.COM TOLL FREE PH. (877) 796-7961 CUSTOMERSERVICE@HYOSILVER.COM

STEP 1: PLEASE FILL OUT THE BILLING INFORMATION BELOW

NAME OF ORIGINAL PURCHASER OR SALES RECEIPT #:		
ADDRESS:	APT/SUITE:	
CITY:	STATE:	ZIPCODE:
PHONE NUMBER:		
EMAIL ADDRESS:		

STEP 2: PLEASE FILL OUT THE INFORMATION BELOW IF SHIPPING TO ANOTHER ADDRESS OTHER THAN YOUR BILLING ADDRESS (P. O. Box addresses require 10-14 days, Physical shipping addresses for UPS are 2nd day air)

SHIPPING ADDRESS (If different from original)		
NAME ON EXCHANGE ORDER:		
ADDRESS:	APT/SUITE:	
CITY:	STATE:	ZIPCODE:
PHONE NUMBER:		
EMAIL ADDRESS:		

STEP 3: HOW CAN WE HELP YOU?

Please exchange my item Please issue me a store credit for item enclosed

Note: Be sure to include details such as item number, stone color, and size if applicable for change.

Style Number/SKU and Details of Items you Received:
Style Number/SKU and Details of Item you would like in Exchange:
Additional Comments:

STEP 4: PAYMENT FOR BALANCE OF EXCHANGE AND OR SHIPPING.

NOTE: Once your exchange has been processed, the credit card below will be charged. Any remaining funds will be used for remaining balance or issued as a store credit or we can send an invoice to pay online.

CC#	EXPIRATION DATE:
SIGNATURE:	CVV/Security Code:

STEP 5: RETURN SHIP YOUR PACKAGE

Enclose this form along with your exchange item in A **BOX OR BUBBLE MAILER AND INSURED** for the amount listed on the invoice. Please allow 10 business days for us to process your request upon receipt.

When using the **Post Office** send to:

HYO SILVER
P. O. BOX 2488
BANDERA, TEXAS 78003

When using **UPS, FEDEX, or other Carrier Services** send to:

HYO SILVER
1107 12TH STREET
BANDERA, TEXAS 78003

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