

SIERRA MOON

GOLDSMITHS

STUDIO . GALLERY

EST. 1978

**100% Satisfaction Guarantee
Return and Exchange Policy**



Sierra Moon Goldsmiths

107 Sacramento Street

Auburn, California

530.823.1965

Customer Order #: _____

Name: Address: _____

City: _____

State: _____

Zip: _____

Phone: _____

Email: _____

What You Are Returning Or Exchanging:	Quantity:	Reason Code:
DESCRIPTION		

Reason Codes: A. broken/damaged B. defective C. incorrect item D. did not like E. quality F. not as pictured G. arrived late H. changed my mind I. duplicate gift
J. Does not fit K. other (please indicate here):

What Would You Like In Exchange:	Size:	Price:
ITEM		

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In-Store Return And Exchange Policy:

If you purchased an item through our website and are not completely satisfied with the purchase for any reason, [contact us](#) within three (3) days of receiving the item to receive return authorization.

Items returned without return authorization will not be accepted.

You may also return or exchange all items purchased at [sierramoongoldsmiths.com](#) at our store:

Sierra Moon Goldsmiths, 107 Sacramento Street, Auburn, California 95603.

Bring your merchandise, return authorization and receipt with you.

Any sales associate can process your return.

Return And Exchange By Mail Policy:

Items purchased from [sierramoongoldsmiths.com](#) must be returned within 30 days of receipt in its original condition and in its original packaging.

Use the Return Form that accompanied the merchandise shipment.

[Misplaced your preaddressed shipping label? Print another.](#)

- Complete the Return Form, indicating item(s) being returned and reason(s).
- Securely pack your merchandise with the invoice.
- Ship US Postal Service or UPS using the pre-addressed mailing label. Please insure your package.
- We'll process your return within 14 days of receipt, though it will take longer to appear on your statement. If you provided an email address, we'll notify you via email when your exchange has been received and processed.

Return And Exchange Instructions:

1. Complete the form on the back of this page, indicating item(s) being returned and reason code.

If you wish to exchange your purchase, please complete the form on the lower right portion of this page.

Be sure to specify the replacement item including its size, color and price.

2. Securely pack your merchandise and ship along with this invoice.

3. Ship via US Postal Service or UPS using the pre-addressed return (also included)

Please be sure to insure your package.

If you have any questions or would like assistance with a return, please contact us by email at:

contact@sierramoongoldsmiths.com call (530)823-1965 Monday–Friday 10am–5pm, Pacific Time.