

# WARRANTY REQUEST FORM

Please complete the form below and enclose it when submitting your ring for a warranty claim. All information below is required.

## CONTACT INFORMATION

Full Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

Preferred Method of Contact: ☐ Phone ☐ Email

If we have any question about your order which is the best way to contact you?

## RING INFORMATION

School Name: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Order Number: \_\_\_\_\_ Approximate Date of Purchase: \_\_\_\_\_  
If known. Month Year

Reasons for Warranty Claim:

Is the ring over 15 years old? Yes ☐ No ☐ (if yes, sign on the line below)

**Rings 15 years old:** Thank you for allowing us to examine your ring; should your ring, or any part thereof (special stone, crest, emblem, etc.), be misplaced in the mail or need to be remade due to unforeseen circumstances, we reserve the right to supply you with our current ring style available for the school, since we may no longer have the old tooling available to produce an exact duplicate. Should that occur, your original ring will be scrapped while we manufacture a new ring for you. Herff Jones will not be held responsible for any genuine stone not originally supplied by our company while in our possession. The breakage of a Herff Jones genuine stone becomes the customer's responsibility after leaving the plant. Please indicate that you have read and agree to these terms and sign below.

Authorization Signature to Repair: \_\_\_\_\_

**Send a printed copy of this claim form and your appropriately packaged ring using an insured and traceable shipping method that includes a delivery confirmation to**

**Herff Jones, LLC**  
**Champ Warranty Service Center**  
4101 Live Oak Drive, Suite 400  
The Colony, TX 75056

**Phone:** 972.853.7448 // **Email:** support@hjchamp.com

