

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: _____

E-mail: _____

Phone: _____ Preferred Method of contact: ☐ Phone ☐ E-mail

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

RING INFORMATION

School Name: _____

City/State of School: _____

Order # (if known): _____ Approximate Date of Purchase (MM/YYYY): _____

E-mail: _____

Reason for Warranty Claim:

Thank you for allowing us to examine your ring. We will contact you if the repairs you are requesting exceed the terms of the Limited Lifetime Warranty. Charges may apply for certain repairs. 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 original tooling available to produce the 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 your 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 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
Warranty Services
150 Herff Jones Way
Warwick, RI 02888

Contact Us:

Phone: 800.451.3304

E-mail: warrantyservices@herffjones.com