## NIGHTRIDER

CUSTOMER INFORMATION

FIRST / LAST NAME \_\_\_\_\_

## **EXCHANGE / RETURN**CUSTOMER REQUEST FORM

We will accept any new, **UNWORN** NightRider piece for <u>exchange</u>; you pay only the price difference, if applicable, and shipping charges. <u>Exchanges</u> or <u>Returns</u> of a new, **UNWORN** NightRider piece will be accepted within 30 days of original purchase date. Returns must include all original packaging. The return/exchange value is determined by the purchase price of the item. Customized jewelry item sales are final and are not eligible for exchange or return. Apparel returns will be accepted at our discretion for a store credit only.

Please pack and seal your box securely, and ship to the address at the bottom of this form. We recommend that you ship your package with a carrier that will provide a tracking number, and for security purposes **do not** write the word JEWELRY anywhere on your package. Once your package has been received, the item will be inspected and its condition evaluated. We will contact you to verify whether or not your item is eligible for refund/exchange, and if so, it will be processed within 2-3 business days. If there is a refund due, a credit will be issued in the original form of payment; note that if we refund your credit/debit card, your banking institution may require additional days to process and post this transaction to your account once they have received the information from us. If you are exchanging an item, our customer service department will contact you (using the information below) to process your payment for any price difference and shipping when your new piece is ready.

Please take a moment to fill out this form and place it in the box with your items. We recommend you keep a copy of this form for your records.

| EMAIL ADDRESS  |               |                        |  |
|--|---------------|------------------------|--|
| MAILING ADDRESS  |               |                        |  |
|  |               |                        |  |
|  |               |                        |  |
| EXCHANGE / RETURN DETAILS  PLEASE LIST EACH ITEM IN YOUR PACKAGE AND CHECK THE BOX NEXT TO THE ACTION YOU WOULD LIKE TAKEN |               |                        |  |
|  | SIZE          | ACTION                 | NOTES  |
| ITEM NAME  | IF APPLICABLE | REQUESTED              | PLEASE LIST ITEM FOR EXCHANGE (NAME & SIZE) OR STATE REASON FOR RETURN |
|  |               | ☐ EXCHANGE<br>☐ RETURN |  |
|  |               | ☐ EXCHANGE             |  |
|  |               | ☐ EXCHANGE             |  |
| By signing below, I accept the terms and conditions of the NightRider Jewelry Exchange and Return Policy.                  |               |                        |  |
|  |               |                        |  |
| CUSTOMER SIGNATURE DATE  |               |                        |  |