

INFINITY WARRANTY CLAIM FORM

Have an issue with your Infinity piece? Please fill out this form and our team will be in touch with you within the next 1-2 business days for next steps (please refrain from generating return labels). *Please be sure to send this form to our email info@infinityjewelrylab.com*

NAME*

Please provide your first and last name:

EMAIL*

Be sure to enter a valid email address so our team can reach out to you!

GIFT*

Was this item gifted to you?

- ☐ Yes
- ☐ No

ORDER NUMBER*

Enter the order number associated with the item. Order number is found on your profile and order confirmation email. If your item is gifted, please enter the purchaser's full name and email address.

PURCHASE DATE*

This can be found on your Infinity profile or on the order confirmation email. If you cannot locate it, an approximate date also works!

PRODUCT NAME* *Please enter the name of the product you are inquiring about.*

SUMMARY*

Provide us a brief description of the damage. This can include details like the location of the damage, when you first noticed it or how it happened.

PREFERENCE*

Should your warranty submission be approved, confirm if you would like to receive:

- ☐ *Replacement of the same piece upon the item's return*
- ☐ *Store credit in value paid for the piece upon the item's return*

ADDRESS*

Should your claim be accepted, your address is required to create return labels to have the defective item sent back, as well as where we can ship your replacement to should this be the preference you selected. Please note we do not ship to PO or military addresses at this time.

ATTACHMENTS (MUST include a photo showing the entire item, and close-up photo of the defect area) (6 files max, each file must be less than 3MB) *(files may be attached on email or below)*

Please note that the warranty does not cover lost items, scratches that come with normal wear and tear (like a bent ring or broken chain), improper use or storage of your product, and any modification to your product done by a third party outside of Infinity.

