

Mayors RETURN FORM

Please print this form and fill out completely.

1. **Name:**

2. **Address** (Street, City, State, Zip):

3. **Return Authorization Number:**

(Please obtain this number by contacting customer service by emailing info@Mayors.com.

Packages without this number will not be accepted.)

4. **Item(s) Returning (please include product number and description):**

i.e. 430004594326 Pre-owned Rolex Datejust Lady, Stainless Steel & Yellow Gold Watch

5. **Reason for Return. Please check appropriate box:**

- Did Not Receive Item in Time
- Wrong Finger Size Received
- Item received is not as Described
- Item is Damaged
- Found Elsewhere Cheaper
- Other, Please Specify
- Wrong Item Received
- Wrong Engraving Received
- Item received is not as Pictured
- Item is of Poor Quality
- Personal Reason

6. **Contact me regarding the Wrong / Damaged / Defective Merchandizing**

- Yes
- No

7. **Type of Return. Please check the appropriate box:**

- Refund the money in the form of original payment.
- Exchange for another item (please indicate item in comments below).

8. **Any further comments**

For your protection, please send all returns via registered and insured mail to:

Mayors

c/o Internet Department

5870 North Hiatus Road, Tamarac, Fl 33321

In order to protect the package against possible theft, please do not write Mayors, jewelry, diamonds or any other luxury related word. Mayors can not be responsible for return shipping losses.

Conditions of Return

- Packages without a return authorization number will NOT be accepted for refund.
- The item MUST be received at Mayors within a month of purchase for the refund. Any items received after this period will not be accepted for refund.
- Each item must be returned in the same condition as it was sent, unworn and undamaged. Damaged goods due to client negligence will not be accepted for refund. The original Mayors security tag MUST still be on the item.

- If the item is a diamond, the original gemological laboratory certificate that was issued with the diamond MUST also be returned. Other wise the replacement fee of \$200 will be charged.
- If the item is a gift, the authorization number MUST be written on the Mayors address label. The gift recipient may exchange the item or elect to receive a Mayors gift certificate instead of a refund.

Additional Notes

- For resizing of diamond accent settings and diamond wedding bands, please contact info@Mayors.com
- Custom or special orders, personalized and engraved items cannot be refunded unless there is an error on behalf of Mayors.
- Mayors will refund the full cost of the item EXCLUDING shipping, handling and insurance charges. Mayors will refund shipping and handling costs only if the return is a result of Mayors' error.

Return Time

- All requests will be processed after our laboratory inspects and verifies the condition of the item.
- Returns take approximately five business days to process upon receipt of the item.

Again, please return every within a month of purchase with all of its original materials for the refund. If you have any questions, please contact our customer service at info@Mayors.com. Thank you for shopping at Mayors, for fine diamonds and jewelry.