

SHIPPING INSTRUCTIONS FOR REPAIRS

Please include the following:

- A business card or note inside the box with your contact information (name, phone number and email address).
- Name and physical address for UPS return shipping (no P.O. Boxes).
- Email address for quick correspondence, electronic invoicing and UPS tracking information on return shipment.
- Approximate price you paid for the item for return shipping insurance.
- Description of what you would like repaired.

Prior to shipping please email us a photo of your item so we can confirm that we are able to repair your jewelry. There are some items that we cannot repair and we do not want you to waste your money shipping them to us if it's not something we can repair. Send photos to Info@HilemanSilverJewelry.com

Ship the package to:

Mark Hileman
28530 N. 23rd Lane
Phoenix, AZ 85085 USA

(623) 518-6588 (Landline)
Email: Info@HilemanSilverJewelry.com

Upon receiving your repair, we will call or email you with an estimate for the cost of repairing the item. You can then decide how to proceed. We accept all major credit cards over the phone or we can send you an electronic invoice to pay securely online (preferred). We will accept personal checks but will have to wait to ship until funds have cleared the bank which will delay your repair. Repairs will not be shipped until payment is received in full.

**International customers should contact us prior to sending us a repair to confirm return shipping costs and customs regulations. Some countries do not allow jewelry shipments from the USA or have significant customs/duty fees. Customer is responsible for all duty taxes and import fees.

Thank you!

Mark and John Hileman

The Hileman Collection, LLC

