

STEP 1

RETURN FORM

INM Crystal

Fill out Contact Information.

NAME _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

EMAIL

PHONE () _____

PLEASE INCLUDE A COPY OF YOUR INVOICE. (AVAILABLE ONLINE IN MY ACCOUNT)

NEED TO CONTACT US?

EMAIL

INFO@INMCRYSTAL.COM

STEP 2

What action would you like us to take?

- Refund in form of original payment
 - Check
 - Visa
 - Mastercard
 - Amex

Please include credit card number, expiration date and CID

CID

Expiration Date
____ / ____
Month Year

STEP 3

List item(s) you are returning,
including reason for return

| Reason Code | Item # |
|-------------|--------------------|
| 01 | Do not like color |
| 02 | Color not as shown |
| 03 | Misjudged size |
| 04 | Defective item |

| Reason Code | Item # |
|-------------|--------------|
| 05 | Arrived late |
| 06 | Wrong item |
| 07 | Changed mind |
| 08 | Other |

Comments:



STEP 4

Enclose the Return Form and a copy of the Invoice along with the merchandise in a hard cardboard box. Attach the Return Label to the outside and return through insured mail or any other insured carrier.

**INM, Inc. - Returns
7375 Tillman Dr
Lake Worth, 33467**

RETURN FORM



RETURN POLICY

If you are not happy with any item for any reason, please return it within 90 days of the date of purchase, via an insured method. Please send returns in a hard cardboard box. Do not send returns back in plain letter envelopes as they easily get damaged during shipping. Items received damaged in envelopes will be returned to customer.

We do not accept returns on the following items. If these items are sent to us, they will be returned to the customer:

- Chain by the Foot of any kind; Sterling Silver, Gold Filled, Base Metal, Swarovski Crystal Chain
- Factory Packs of Swarovski Crystal that have been opened
- Books
- Items returned in used or damaged condition
- Items that are packaged in protective plastic trays but returned without the trays
- Discontinued items on returns over 90 days old

Once your return is received, we will gladly issue a refund for the purchase amount. Shipping and handling costs are not refundable unless the return is due to an error on our part. Returned items must be in original packaging and condition. Returned items that are not in original packaging or original package quantity will be charged a 20% Restocking Fee. Returns over 90 days old will be issued a Gift Certificate that can be used for a one-time purchase at any date in the future (not applicable for sales tax and shipping). Under certain circumstances, we reserve the right to return to the customer products purchased prior to 90 days.

Your credit card refund will be processed to the credit card provided on your return form. Credit card companies vary on the time it takes for credits to appear on their customer's records. Please allow one to two billing cycles for the refund to appear on your statement.

NOTE : If you would like to order other items at the same time, please fill out an order form, which can be downloaded at www.inmcrystal.com. Your return and order are handled as two separate transactions (we do not apply return credits to sales).

**7375 TILLMAN DR
LAKE WORTH, FL 33467**

**EMAIL
INFO@INMCRYSTAL.COM**

**THANK
YOU**