

HIGH SCHOOL LOST RING PROGRAM

The **Lost Ring Protection (LRP)** program (previously known as Customer Satisfaction Program/CSP) is designed to help you easily replace a lost or stolen high school class ring one-time at a deductible within six-years of the original order date. Please contact the Herff Jones **LRP Coordinator** via telephone at (800) 451-3304, or via email at **customersatisfaction@herffjones.com**, to obtain a quote. In order to process your claim, please fill out the form below and follow the mailing instructions at the bottom of the page.

CUSTOMER INFORMATION

First Name: _____ MI: _____ Last Name: _____

(STUDENT'S FULL NAME, AS IT APPEARED ON THE ORDER)

Address: _____ Apt #: _____

City: _____ State: _____ ZIP: _____ Telephone: _____

Check here if address has changed within last 6 years. HJ is not liable for misdirected packages.

Email: _____ @ _____ . _____

Name of High School: _____ State: _____ Graduation Year: _____

PAYMENT METHODS (PLEASE DO NOT SEND CASH)

Check or Money Order (MAKE PAYABLE TO "HERFF JONES") Credit/Debit Card

Cardholder's Name: _____ Cardholder's Signature: _____

Card Number: _____ - _____ - _____ - _____ Exp Date: ____/____ Price: \$____.____

Please provide a brief statement of how your ring was lost or stolen:

Please advise if the ring was ever repaired or resized: Y _____ N _____

If resized, please provide new size: _____

The replacement ring will be manufactured using the same specifications as your original ring, unless otherwise specified. If a **Royal CZ, Diamond, or other precious stone** was originally supplied, a non-precious stone of your choice will be **substituted**, unless you choose to pay for the replacement of the original stone. Orders can only be processed and see manufacturing begin upon full receipt of both claim and payment. Please allow for 8-10 weeks for delivery. **Color Fusion** (i.e., Prism, Stealth) rings may take an additional 3-4 weeks for delivery. Due to fluctuations in the gold market, all rings will be subject to a taxable surcharge. Cancellation of an LRP order will forfeit half of the applicable fee.

LRP is not available on Championship Rings or Commercial Rings.

MAIL TO: 150 Herff Jones Way (ATTN: LRP) | Warwick, Rhode Island 02888, or **FAX TO:** (401) 941-9140

To make an LRP claim for a College Class Ring, visit herffjones.com/college

