

Hyo Silver takes pride in our reputation for quality products and customer service. We provide a one-year warranty against damage due to manufacturers' defects. If your item falls within the warranty, it will be repaired or replaced at no cost. For cherished items that fall beyond the warranty, we provide repair services and antiquing for all Hyo Silver products. \*Shipping charges may apply. See our SATISFACTION POLICY for full details.



For Office Use Only	
Date Received:	_____
Received by:	_____
Refurbished by & date:	_____
Verified by:	_____

## PRODUCT SERVICE REQUEST FORM

HYOSILVER.COM

TOLL FREE PH. (877) 796-7961

CUSTOMERSERVICE@HYOSILVER.COM

### STEP 1: PURCHASE VERIFICATION (Only required on warrantied repairs)

Include a copy of receipt, invoice, OR enter as many details as possible so we may locate your purchase information.	
NAME OF ORIGINAL PURCHASER and/or NAME ON ORDER:	
APPROXIMATE DATE OF PURCHASE:	

### STEP 2: ENTER YOUR BILLING INFORMATION

NAME:		
ADDRESS:	APT/SUITE:	
CITY:	STATE:	ZIPCODE:
PHONE NUMBER:		
EMAIL ADDRESS:		

### STEP 3: ENTER YOUR SHIPPING ADDRESS (If different from billing address)

NAME:		
ADDRESS:	APT/SUITE:	
CITY:	STATE:	ZIP CODE:
PHONE NUMBER:		
EMAIL ADDRESS:		

### STEP 4: PLEASE DESCRIBE YOUR SERVICE REQUEST

Which background style should your item have?  Black Antique  Oxidized  Silver background      Customer Initials \_\_\_\_\_

### STEP 5: PAYMENT

Please do not proceed with my repair if it is going to cost more than \$ \_\_\_\_\_

How would you like to be notified to collect payment:  Email  Phone

### STEP 6: SHIP

Package this form and item in a **SECURED AND INSURED\* BOX** and ship to:

**For UPS, Fed Ex, or Other Carrier Services**

Send to:  
Hyo Silver  
1107 12<sup>th</sup> Street  
Bandera, Texas 78003

**For US Postal Services**

Send to:  
Hyo Silver  
P.O. Box 2488  
Bandera, Texas 78003

\*Insuring your item is recommended as customers are responsible for lost, damaged, or stolen packages sent to our store location address. All packages sent from the Hyo Silver store location are insured.

**Turnaround Time and Notification**

Once your service request has been processed, you will receive an email confirmation with an estimated completion date OR notification of return shipment.  
**Cleaning & Antiquing** Your item will be processed & shipped within 10 business days.  
**Repairs/Refurbishing** Once processed you will receive an email with an estimated completion date and service order number.