



# CUSTOMER SATISFACTION PROGRAM

Date Rec'd: \_\_\_\_\_  
(Internal Use Only)

The Customer Satisfaction Program (CSP) is designed to help you obtain a replacement ring if your class ring is lost or stolen. The CSP is in effect only for your original ring.

Note: CSP is not available on High School Championship rings, College Championship rings, College Rings, or Commercial rings.

**To process your CSP claim**, please complete this form and return it to Herff Jones, Inc.

The replacement ring will be manufactured using the *same specifications as your original ring*. 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 will be processed upon receipt of claim and payment, please allow eight to ten weeks for delivery.**

**Students Full Name: First:** \_\_\_\_\_ **MI:** \_\_\_\_\_ **Last:** \_\_\_\_\_

(Name given on original order)

**Your address:** \_\_\_\_\_ **Apt. #** \_\_\_\_\_

**City:** \_\_\_\_\_ **State** \_\_\_\_\_ **Zip:** \_\_\_\_\_ **Daytime Telephone #:** \_\_\_\_\_

PLEASE CHECK HERE IF ADDRESS HAS CHANGED IN LAST 6 YEARS (Herff Jones is not liable for any misdirected packages).

**Email address:** \_\_\_\_\_

**Your School Name:** \_\_\_\_\_ **State of School:** \_\_\_\_\_ **Graduation Year:** \_\_\_\_\_

**Payment methods:** Please do not send cash Check: \_\_\_\_\_ Money Order: \_\_\_\_\_ **Make Check payable to Herff Jones**  
**Your Local State Tax is required**

Visa: \_\_\_ MasterCard: \_\_\_ Discover: \_\_\_

Cardholder's Name: \_\_\_\_\_ Cardholder's Signature: \_\_\_\_\_  
(Please print)

Account Number: \_\_\_\_\_ Exp. Mo/Yr \_\_\_\_\_  
\_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ \$ \_\_\_\_\_

Your Local State Tax is required

Coverage is for SIX years for rings purchased after 7/1/06, and FOUR years for rings purchased prior to 7/1/06.

**Call 800.451.3304 x1273 for the current price.** \*Due to fluctuations in the gold market, all rings will be subject to a taxable surcharge.

**ANY CANCELLATION OF A CSP UNIT WILL FORFEIT HALF OF THE APPLICABLE FEE**

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please advise if your ring was ever repaired or resized. Y\_\_\_ N\_\_\_ If resized, please provide new size: \_\_\_\_\_

**Explain:** \_\_\_\_\_  
\_\_\_\_\_

**Mail to:** Attn: CSP  
Herff Jones Inc.  
150 Herff Jones Way  
Warwick, RI 02888

t 800.451.3304 x 1273  
f 401.941.9140  
email:  
customersatisfaction@herffjones.com