

Repair or Restoration Request Form

Instructions

1. **Print** this form, fill it out completely, and sign it.
2. **Pack** the pieces securely with plenty of padding; and insure your package against damage.
3. **Call us** for questions or concerns at: **Silver** (800) 737-5223, ext. 2567; or **Crystal** (800) 737-5223, ext. 2650.

Request Form must be signed and included with your shipment.

4. **Ship to:**

Replacements, Ltd.

Attn: Silver (or Crystal) Restoration Dept. *(please indicate which department)*

1089 Knox Road

McLeansville, NC 27301-9228

Customer Information **required field*

*Name

*Address Line 1

*Address Line 2

*City

*State

*Zip

*Phone

*Email Address

Repair or Restoration Request

Piece Description	Requested Repair Type	Quantity

Terms and Conditions

Shipments and Items: I agree that Replacements, Ltd. is not responsible or liable for damage or loss to my shipment while in transit. In the event any item of mine is damaged or lost while in Replacements, Ltd.'s custody and control or during return transit, and such damage or loss does not result from the restoration process, I agree that my sole remedy for any such loss or damage will be for Replacements, Ltd., acting in its sole discretion, to (1) provide me with a reasonable substitute, (2) issue me a payment in the amount of the item's last retail value as determined by Replacements, Ltd. in good faith, or (3) issue me a payment of \$500 in the event Replacements, Ltd., acting in good faith, cannot determine a value. I understand that I should contact Replacements, Ltd. immediately if I learn that my shipment is lost or damaged in transit to or from Replacements, Ltd.

Repair and Restoration Orders: Replacements, Ltd. makes every effort to ensure that item(s) are handled with due care during the repair/restoration process. Nonetheless, I agree that due to risks associated with the repair/restoration process (for example, extreme heat, hairline fractures, unseen defects, age, quality, design, or condition of item(s) etc.) Replacements, Ltd. will not be responsible for any damage to the item(s) resulting from the repair/restoration process. I hereby release Replacements, Ltd. from any and all liability arising out of or related to the repair/restoration of the item(s). EXCEPT AS EXPRESSLY PROVIDED FOR HEREIN, REPLACEMENTS, LTD. MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. If I do not authorize payment and/or communicate with Replacements, Ltd. related to this Order for a period of 90 days, I agree that Replacements, Ltd. may dispose of my item(s). In such case, I shall make no claims, however characterized, against Replacements, Ltd. or any third party. I agree that all repair or restoration prices listed by Replacements, Ltd. are estimates. I understand that Replacements, Ltd. will contact me for approval for prepayment before starting repair. I agree that these terms and conditions and any arising or related actions shall be governed by the laws of the State of North Carolina, and I will resolve any claim or cause of action I have with Replacements, Ltd. arising out of or relating to this agreement exclusively in a state or federal court located in Guilford County, North Carolina.

Customer Signature

Date