Dear

After an evaluation of your [Item + SKU] we have determined that your item(s) is eligible for a remake.

The characteristics for your remake will be as follows: [*Insert specific and relevant characteristics of the remake e.g. (1) New Size; (2) Metal; (3) if we are using original stones or write down specs of whatever we are replacing that is different. If applicable include color and clarity; (4) whatever special request the customer has for the setting, whether they want it polished a certain way, balls put into it, a* Miraki Jewels remake shall be of good quality and workmanship and free from defects. The total for the remake is $ . By signing this letter of authorization, you agree to the above-referenced changes to your item(s) and to be charged

$ for the remake.

Please note that Miraki Jewels hereby disclaims all responsibility for any liability and/or charges imposed on you in the form of duties, or in any other form, resulting from the shipment of the above item(s). You hereby acknowledge that you accept full responsibility for such liabilities and/or charges.

As a reminder, sending Miraki Jewels your item(s) does not relieve you of any payment obligations including outstanding payments on your Miraki Jewels credit card and/or your personal credit card.

Please sign this letter of authorization and return the letter back within 7 business days via email at [CS Rep’s Email]. Once this letter of authorization is received, the remake process will be initiated. If within 14 days of your receipt of this letter you have not returned to us a signed copy of this letter of authorization, we will return your merchandise to the address on file.

Thank you for choosing Miraki Jewels as your choice for jewelry shopping.

Sincerely,

Customer Service Representative

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FOR CUSTOMER COMPLETION:

Customer’s Printed Name

Customer’s Signature

Date