Our records indicate that we sent a letter to you on regarding options for a resolution to your claim. As we have not heard back from you, we would like re-extend the offer.

Please select one of the following options as a final resolution to your claim:

1. a repair of [item(s) + SKU(s)]; **or**

2. a return of the [item(s) + SKUs] in exchange for store credit in the amount of your purchase, redeemable at any Miraki Jewels retail locations or via our website www.mirakijewels.com; **or**

3. a partial refund, applied to the original form of payment, in the amount of $ .

Please circle and initial the above option which you would prefer as a resolution to your claim, complete the section beneath the dotted lines below, and return this letter to me at [rep’s email address] on or before [ ]. Once the letter is signed and sent back to me, I will contact you regarding the next steps.

If we do not hear from you by the above date, please be advised that Miraki Jewels will relinquish [SKU XXXXXX], back to inventory and generate a store credit in the amount of [$X].

It is our goal to bring your claim to a satisfactory resolution. However, if we do not hear back prior to the above referenced date we will consider your claim resolved.

If you have any questions or concerns, please contact me at

**Sincerely,**

**Customer Service Representative**

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FOR CUSTOMER COMPLETION:

**Customer’s Printed Name Customer’s Signature Date**

**Credit Card Number**

**Date**

**Expiration**

**Option Selected #1, #2, or #3**