As per our discussion, Miraki Jewels would like to offer you one of the following options as a final resolution of your claim:

1. You will send [item(s) + SKU(s)] for [***description of the work to be done***] **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;](http://www.mirakijewels.com;) **or**

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

Please be aware that by signing this letter you agree that the selected option is a final resolution to your claim. You will not be entitled to any additional restitution arising out of this transaction, and you waive any claims against Miraki Jewels and its related entities.

I personally thank you for your patience during this process. If you have any questions or concerns, please contact me at [

**Sincerely,**

Customer Service Representative

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FOR CUSTOMER COMPLETION:

**Customer’s Signature Date**

**Customer’s Printed Name**

**Credit Card Number**

**Expiration**

**Date Option Selected #1, #2,**

**or #3**