

FROM THE HOME OFFICE

“What to do when you can’t identify an item being returned...”

There are two options:

The fastest way is email a picture of the item to: service@premierdesigns.com for identification. You will receive an email response from Premier as soon as they have identified the piece of jewelry.

OR

1. Go to your Jeweler’s Only home page and click on Business Forms---Order Forms---R/E Form (PRINT)
2. Give this form an ORDER NUMBER --- something that you create to identify with later.
3. Fill in the REPLACEMENT section with a brief description (i.e. Silver bangle bracelet)
4. Fill in the other appropriate information, with the Replacement fee and method of payment.
5. Send this single item to: Premier Designs—R/E Deptment—ATTN: Supervisor.
6. Premier will contact you with the name, item number, and retail price once they identify the item and determine “replacement” or “exchange”.
7. Remember that the NUMBER ONE thing is: GIVE THE FORM AN ORDER NUMBER. The Home Office needs that order number to reference when they contact you with the item number and retail price. You will need that number in the event you need to call the Home Office about the item.

We hope this information is helpful to you. Of course, if you are near your sponsor you can ask her about any jewelry items in question. For those of you who are sponsoring new girls, remember to give them a copy of any/all old catalogs that you may have to assist them in looking up these items.