



We recently received your request to service your Black Hills Gold item. In order to best serve you, we ask that you follow our notes below:

1. Please verify that your item is manufactured by Black Hills Gold Jewelry by Coleman. In order to do this you will see our trademark, “C.CO”, stamped on the inside/underneath side of the item. If you do not find this trademark, please email us at [colemanwebsite@bhgcoleman.com](mailto:colemanwebsite@bhgcoleman.com) for further assistance.
2. If you simply need a chain or earring clutch for your Coleman Black Hills Gold Jewelry, please e-mail us at [colemanwebsite@bhgcoleman.com](mailto:colemanwebsite@bhgcoleman.com) with that information. We would be happy to accommodate this need without asking you to return your item to us first.
3. If your item needs to be serviced – sized, lengthened, shortened, repaired, etc., please use “1111WS-repair” for your return authorization number. The return authorization number should be written on the outside of your package and on a note that you include inside your package. This note should include your name, address, phone number, a brief description about what needs to be done with your item, and the return authorization number (1111WS-repair). Then, please send your item to Coleman Co., 5125 Highway 16 S., Rapid City, SD 57701, Attn: Service. Upon receiving the item, our Service Department will evaluate the service needs. If the service/repair is not covered under our warranty we will notify you via phone with an estimate.
4. Please indicate where you purchased your item.
5. If you need to replace one earring, please send your remaining earring to us following the instructions listed in #3. Please note that we will replace your remaining earring with a new pair at a nominal replacement fee. We do this so that both earrings match each other. You will be called with the replacement fee and for approval before we proceed. It would be helpful if you could email us at [colemanwebsite@bhgcoleman.com](mailto:colemanwebsite@bhgcoleman.com) , with an item number or picture to assist us with the replacement fee prior to sending in your remaining earring.

If you have any further questions, please let us know. We look forward to servicing you!

Best wishes,

Lori Burmeister, Customer Service Manager  
Black Hills Gold Jewelry by Coleman