



In order to best serve you with your product needs, please follow these steps:

1. Verify that your item was manufactured by Black Hills Gold Jewelry by Coleman.
 - Look for our trademark, C.CO, stamped on the reverse side of your item.
2. If you need a component part (a chain, earring clutch, etc.) for your Coleman item, please e-mail us at colemanwebsite@bhgcoleman.com with your request.
3. If your item needs to be serviced . sized, lengthened, shortened, or repaired:
 - Write **RA #2015-R** on the outside of your package
 - Include a note on the inside of your package with:
 - your name, address, phone number, and e-mail address
 - how many items you are enclosing
 - a brief description of what needs to be done
 - where you purchased your item(s)
 - Send your package via USPS with tracking and insurance to:
Coleman Company
PO Box 6400
Rapid City, SD 57709
 - Our Service Department will evaluate the service needs of your item(s) and call you with an estimate if the service/repair is not covered under our warranty.
4. If you need to replace one earring, please send your remaining earring to us following the instructions listed in #3.
Please note:
 - The remaining earring will be replaced with a new pair at a nominal replacement cost. (We do this so that both earrings match each other.)
 - You will be called with a replacement cost and for approval before we proceed.
 - If you would like an estimate prior to sending your remaining earring to us, please e-mail us at colemanwebsite@bhgcoleman.com with an item number or a picture.

If we can be of any further assistance, please let us know. We look forward to meeting your needs!

(605) 721-3700, (800) 874-9926, FAX (605) 721-3719
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