



Built from legend.

Styled for today.

...makes everyday special

Product
Service
Form

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 #4284WS” 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

a brief description of what needs to be done

where you purchased your item

Send your item to:

Coleman Company

5125 Hwy. 16 S.

Rapid City, SD 57701

Our Service Department will evaluate the service needs of your item 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!

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

5125 Highway 16 South Rapid City, SD 57701 800-874-9926 (P) 888-394-3752 (F)

www.blackhillsgoldbycoleman.com