

Karley Smith Inc.

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**KARLEY SMITH**

## **EXCHANGE POLICY**

We are glad to make ordering new jewellery a little easier by allowing exchanges on slower moving pieces in your store. As we offer a wide range of jewellery and many new styles each season, this option allows you to rotate merchandise in order to better attract your clientele.

- Pieces may be exchanged within 4 months of original order.
- The total value of pieces being exchanged can not exceed 20% of the invoice from which they originate.
- An Exchange Request Form must be filled out and forwarded to us for pre-authorization. Any merchandise returned without this approval will not be accepted.
- Exchanges must be applied to a new order placed at the time of the exchange request. The value of the exchange can not exceed 50% of this new order.
- Past due accounts must be settled before any requests for exchange will be processed.
- Special order pieces can not be exchanged.
- Jewellery that is not in original condition will be subject to a restocking fee of at least 20%.

Thank you and we wish you all the best in the seasons to come!