

WARRANTY & EXCHANGES

ORDER # _____ or Pop-Up Location: _____

*Order numbers can be found when you login (with the same account login you made to order) to our website and go to "My Orders". If you're having issues logging in you can push "Forgot Password" and reset it then log back in.

First/Last Name: _____ Cell # (_____) _____ - _____

Return Shipping Address: _____

City: _____ State: _____ Zipcode: _____

Returning Because:

Broken Clasp. Chain Broke. Pendant Fell Off. Other: _____

Tarnishing Issue. Missing Diamond On Pendant. Wholesale Order.

List Items Returning:

Please list only the "SKU" of the items that can be found on your invoice or on our website when you're logged in under the "My Orders" tab.

How many total items are you returning: _____

How do you want to pay the \$5 shipping fee:

Venmo: _____ Cash App: _____

PayPal: _____ (email linked to PayPal)

*Once we are ready to return your item/items we will request the \$5 shipping fee or feel free to send it now and we will validate it once we receive your return.

Ship all items back to this address only:

Lauren Kenzie, LLC
5353 Main St, Grant, AL 35747

Once we receive your item/items we will process it and ship it back to you within 3-5 business days. Wholesale orders are subject to longer wait time due to the time it will take to remake.

We are not responsible for lost mail when sent from you to us. All jewelry sent to us must have our "Lauren Kenzie" name tag on the jewelry (unless it's a ring or earrings). If you purchased the item from our website you must include the "Order Number" without it your wait time will be longer since we will have to research to find the order number. If you bought the item from a pop-up you must include the store and location you bought it from.

(Example) Cotten Gin Huntsville, AL. We will "TEXT" you once your item is ready to be sent back. There will be a return shipping of \$5 we will "TEXT" you letting you know how to pay the \$5 shipping fee. Tracking will be provided.