

# LAGOS

## SERVICE REQUEST FORM

1. Please complete the form in its entirety. Remember to make a copy for your records.
2. Place the SERVICE REQUEST FORM and merchandise in a secure mailing box. Ensure that the merchandise is properly protected with the necessary amount of padding for your merchandise.
3. Ship via United States Postal Service or any mailing service to the address below. Insure the merchandise to your satisfaction.

### CUSTOMER INFO.

NAME: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_  
CITY: \_\_\_\_\_  
STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

DATE: \_\_\_\_\_  
PHONE: \_\_\_\_\_  
EMAIL: \_\_\_\_\_

### CONTACT

Upon receipt, LAGOS will notify you that we have received your merchandise. Our preference is to notify you by email so that you receive notification efficiently. May we send the correspondence to your email address above?

YES       NO

If no, Preferred Contact Method: \_\_\_\_\_

### ORDER REQUEST

1. Approximate date of purchase: \_\_\_\_\_
2. Was the merchandise previously serviced by LAGOS? If so, when? \_\_\_\_\_
3. Describe the condition of your merchandise as completely as possible. Include specific information like - damage to a gemstone, a loose gemstone setting, or a problem with the clasp. Be as detailed as possible.  
\_\_\_\_\_  
\_\_\_\_\_
4. Type of service request:  cleaning/polishing     repair
5. Describe your servicing request. Please be as specific as possible.  
\_\_\_\_\_  
\_\_\_\_\_

### INSTRUCTIONS

**ADDITIONAL INSTRUCTIONS:** Use This Space For Any Additional Comments  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

CUT THE LINE BELOW TO USE AS A MAILING LABEL

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**LAGOS**  
**ATTN: SERVICE DEPARTMENT**  
**441 N. 5th STREET**  
**PHILADELPHIA, PA 19123**