

# Coins of America

Art • History • Value

ph: 1-866-461-6812 sales@coinsofamerica.com

fx: 1-800-641-9164 www.coinsofamerica.com

## Coins of America's Exchange Policy

*This policy is effective as of 10/27/08 and has clarifications and minor changes from previous versions. This policy applies only to merchandise purchased from Coins of America. Coins of America reserves the rights to refuse any return or exchange or to modify this policy.*

*The staff of Coins of America looks forward to serving you in a professional and courteous manner. Our products have a widespread appeal in most communities, though due to regional interests, you may find that some items sell better than others in your area. We offer an exchange policy to help you maintain proper inventory levels of all items.*

### Fully Exchangeable Items:

The following items may be returned for a credit of the full purchase price (to be exchanged for current merchandise): Silver Eagles from the current or prior year and Proof Sets from the current or prior year.

### Exchangeable Items, Less 15%

The following items may be returned for a credit of the full purchase price less a 15% restocking fee (to be exchanged for current merchandise): Silver Eagles and Proof Sets which are older than one year, Gold-Plated Silver Eagles, Colorized Silver Eagles, Half-Pound Silver Eagles, Commemoratives, Nickel Sets, Anniversary Sets, Vintage Coin Sets and Coin and Stamp Sets. **You must notify *Coins of America* of return within 30 days of receipt of shipment.** *Note: Necklaces and money clips have a one-year limited warranty. If breakage occurs due to normal wear and tear, we will replace the damaged item for up to one year after the purchase date.*

### Non-Exchangeable Items

The following items are not returnable: 56 State, District & Territory Quarter Collections and Collector Sets, Presidential Dollar Series, First Lady Commemorative Series, Commemorative Coin Cards, College Coins, State Quarter and other Bears, State Quarter Map, Necklaces and Money Clips, John Deer Items, Firehouse Shield Collections, Coin Rolls, Collector Boxes, 13 Colony Collections, special-order items, gold coins, graded coins, seasonal items (such as ornaments and Precious Moments coins), World Trade Center Commemoratives, coins permanently designated as American Spirit (currently World Trade Center, One Year Memorial, Spirit of America, Spirit of Columbia and Iraqi Freedom), college necklaces, and limited-edition products (such as sports and NASCAR items).

## How to Return an Item

### Obtain Prior Approval

If you need to arrange for a return, you must receive prior approval from *Coins of America*. Upon approval, you will receive a Return Authorization Number. To expedite your return and avoid any errors in crediting, please include the Return Authorization Number on the outside of your shipping container. The best way to do this is to write the number on an *Coins of America* Return Label and tape it to the outside of the container. Please use the *Coins of America* return label, which is part of our Return Form on the next page.

### Ensure Every Item Is In Resalable Condition

In order for proper credit to be processed, merchandise must be returned to *Coins of America* in resalable condition. Items must include original packaging and certificate of authenticity, if applicable. For a return of damaged merchandise, all components must be included. (Example: To return a damaged Silver Eagle Money Clip, both the clip and the Silver Eagle coin must be returned.) If the returned items are not returned in resalable condition, the credit will not be processed. If you have any questions, please talk with one of our sales associates.

### Package Every Item So It Is Not Damaged In Transit

*Coins of America* is not responsible if packages are damaged in transit. We recommend using a shipping box filled with enough packing materials to minimize the likelihood of damage during shipping.

### You Will Receive A Credit Memo

Credit memos are issued for all returns and exchanges, to be applied toward future purchases. ***Coins of America* does not offer cash refunds.**

# Coins of America

Art • History • Value

ph: 1-866-461-6812 sales@coinsofamerica.com  
fx: 1-800-641-9164 www.coinsofamerica.com

## Return Form

### Step 1: Condition of Returnable Items

In order for proper credit to be processed, merchandise must be returned to *Coins of America* in resalable condition. All products must include original packaging and all parts. Enclose the original invoice if possible; a copy is acceptable. If the product is not returned in resalable condition, the credit will not be processed.

### Step 2: Packaging

Enclose the merchandise and the invoice in a well-sealed box or hard cardboard mailer. Fill the box with enough packing material to minimize the likelihood of damage during shipment. A layer of bubble wrap is recommended. **Do not use shredded paper, and do not ever rubber band or paper clip product together.**

You may send your return by U.S. mail or through any UPS shipper. Tape the appropriate *Coins of America* return label (see below) to the outside of the box. Please be sure to fill in your customer number and the authorization number given to you by your *Coins of America* sales associate.

### Step 3: Credit

After we receive the merchandise, and determine that everything is in good condition, then (a) if you paid for your order with a credit card, a credit will be applied to your credit card, or (b) if you paid by cashier's check or money order, a credit will be applied to your account for future purchases.

If you have any questions, please contact one of our sales associates at **800-461-6812**.

Cut out appropriate label along dotted line.

#### Return via UPS

Place this label below your UPS Return Label.  
Please use clear tape, and attach this label securely to your package.

**COINS OF AMERICA  
983 BADGER CIRCLE  
GRAFTON, WI 53024**

Please remember to include:

Your Return  
Authorization Number

Your Customer Number

#### Return via US Postal Service

Place this label below your USPS Return Label.  
Please use clear tape, and attach this label securely to your package.

**COINS OF AMERICA  
PO BOX 330  
GRAFTON, WI 53024-0330**

Please remember to include:

Your Return  
Authorization Number

Your Customer Number