



# We Restore Memories

Jewelry has always been a part of life's memorable moments. From new discoveries, to symbols of love. We're here to help keep those memories alive.

GET STARTED

Begin by clicking the "Get Started" button.





## My Jewelry Repair

Please sign in or create an account

### Sign In!

#### Returning Customer

Email Address\*

Password\*

Login

#### New Customer

Register

By registering, you agree to our [Terms of Service](#)



Register with Apple



Register with Facebook



Register with Google

Next, log into your account on the left, or register to create one on the right.

For faster access, Apple, Facebook, and Google connections are available.



## Place Your Order in 3 Steps

### 1. Tell us about your repair

Describe your jewelry and the repair.

### 2. Select insurance and shipping

We provide free ground shipping via USPS ParcelSelect. Insurance and other shipping methods are available for an additional fee.

### 3. Ship your items

Package up your items as instructed. When finished, either schedule a pickup or drop your package off at a carrier location.

After logging in or creating an account, you then can begin creating an order by clicking on the “New Order” tab on the top menu.

## Step 1 of 3

### Tell us about your repair needs

If you are uncertain what needs to be repaired, that's OK. Our jewelers will professionally evaluate the piece and offer their suggestions.

- Select Repair Issue -

Repair Notes \*

## Step 1 of 3

### Tell us about your repair needs

If you are uncertain what needs to be repaired, that's OK. Our jewelers will professionally evaluate the piece and offer their suggestions.

- Select Repair Issue -

Repair Notes \*

Is this from a My Jewelry Repair partner?

- Select Option -

Declared Value

\* This value will be used to calculate shipping insurance

If your item has a manufacturer's warranty, please enclose a legible original or photocopy of your Proof of Purchase, along with any other pertinent documentation provided by the manufacturer.

ADD MORE JEWELRY

NEXT STEP (SHIPPING)

Fill out the information regarding your item's repair. If your item is from one of our partners, please select the corresponding partner.

## Step 1 of 3

### Tell us about your repair needs

If you are uncertain what needs to be repaired, that's OK. Our jewelers will professionally evaluate the piece and offer their suggestions.

- Select Repair Issue -  
Repair Chain

Repair Notes \*  
Testing 1, 2, 3

Is this from a My Jewelry Repair partner?

- Select Option -  
No

Declared Value  
\$ 100.00

\* This value will be used to calculate shipping insurance

If your item has a manufacturer's warranty, please enclose a legible original or photocopy of your Proof of Purchase, along with any other pertinent documentation provided by the manufacturer.



ADD MORE JEWELRY

NEXT STEP (SHIPPING)



Once you are finished filling out the information, you are free to add another item to your order or move on to the next step.

## Order Summary

Repair Chain

EDIT

REMOVE

Description:

Testing 1, 2, 3

Declared Value:

\$100.00

ADD ANOTHER ITEM



This will be your last chance to add more items to your repair order.

After reviewing your order summary, click "Checkout" to complete the final steps of the order creation process.

## Checkout Order Summary

Order Checkout Message

### Service Details

Signature required for delivery.

Shipping

Shipping not yet set

Tax

Tax not yet calculated

Total

\$0.00

CHECKOUT



### Service Details

Signature required for delivery.

Shipping

Shipping not yet set

Tax

Tax not yet calculated

**Total**

**\$0.00**

To begin the checkout process, you will fill out your general information (name, address, phone number).

Next, we will move on to shipping.

INFORMATION

SHIPPING

PAYMENT

First name \*

Jane

Last Name \*

Doe

City \*

Pinewood

Address 1 \*

100 Blue Fish Lane

Zipcode \*

010101

- Select State -

Hawaii

Address 2 (If applicable)

Phone \*

(211) 111-1111

GET SHIPPING OPTIONS

HOME

HELP

NEW ORDER

MY ORDERS

MY ACCOUNT

### Service Details

Signature required for delivery.

Shipping	Shipping not yet set
Tax	\$0.00
<b>Total</b>	<b>\$0.00</b>

Next, you will be given the option of insuring your package for the declared value you stated previously. Followed by selecting your desired shipping method.

INFORMATION **SHIPPING** PAYMENT

### Insurance

Would you like to insure your package for the declared value of \$100?

\*All Packages \$5000 and over must be insured.

No

### Options

We provide free ground shipping via USPS ParcelSelect. We also offer other shipping options for an additional fee.

Select Shipping Option

If your item is from one of our partners; insurance and payment options may vary according our partner's specifications and preferences.

PAYMENT

Next, we move on to payment.



ADD ANOTHER ITEM

## Checkout Order Summary

Order Checkout Message

### Service Details

Signature required for delivery.

Shipping	\$0.00
Tax	\$0.00
<b>Total</b>	<b>\$0.00</b>

If you chose an available free standard shipping option, or if a partner's maintenance/care plan covers insurance and shipping, you will not be asked to provide payment at this point in the process.

Otherwise, a payment screen will pop up.

INFORMATION

SHIPPING

PAYMENT

## Finish Creating Order

There is no cost associated with your shipping selection. Complete your order by clicking the following button.

CREATE ORDER

Once you have finished, click "Create Order" to complete the order creation process.

[HOME](#) [HELP](#) [NEW ORDER](#) [MY ORDERS](#) [MY ACCOUNT](#)



## Your Order Has Been Placed

### Order Confirmation

Your order has been placed and an email confirmation has been sent. Your order number is **10018792**. We've emailed you a confirmation email that also contains all the information below on how to ship your items.

## Step 3 of 3

### Let's Prepare to Ship Your Item

Click and print the PDF below. The PDF contains instructions, a packing slip, and prepaid fees for shipping and handling.

If you don't have Adobe PDF Reader, download and install it. It is free.

DOWNLOAD YOUR SHIPPING LABEL

I don't have access to a printer

Once you have reached this screen, your order has been placed and confirmed.

Next, you will download your shipping label and prepare your package for shipment at your earliest convenience.

### What Happens Next?

Upon receiving your items by USPS, we will send you an email to confirm receipt. A few days after that, we will provide your repair

### Questions About Your Order?

We're here to help!

## Step 3 of 3

### Let's Prepare to Ship Your Item

Click and print the PDF below. The PDF contains instructions, a packing slip, and prepaid fees for shipping and insurance.

If you don't have Adobe PDF Reader, download and install it. It is free.

DOWNLOAD YOUR SHIPPING LABEL

I don't have access to a printer

Scroll down to learn what happens next, as well as to check out your previous and most recent repair orders.

### What Happens Next?

Upon receiving your items by USPS, we will send you an email to confirm receipt. A few days after that, we will provide your repair estimate.

### Questions About Your Order?

We're here to help!

Simply login to your account so you can access your order number, and click "support."

Again, we've emailed you a confirmation email that also contains a copy of your order and the shipping label PDF.

Thank you for your order. We look forward to assisting with your repair.

MY ORDERS

[HOME](#) [HELP](#) [NEW ORDER](#) [MY ORDERS](#) [MY ACCOUNT](#)








## My Orders

Hi Janessa!

[Edit Account](#)

### Recent Orders

Order ID	Date	Order Status	Order Details
10018792	8/13/2021	Package In Transit	<a href="#">Go To Order</a> 
10017926	7/15/2021	Package In Transit	<a href="#">Go To Order</a>
10017826	7/12/2021	Package In Transit	<a href="#">Go To Order</a>
10017713	7/8/2021	Package In Transit	<a href="#">Go To Order</a>
10017697	7/7/2021	Repair(s) In Progress	<a href="#">Go To Order</a> 

Show: 5  1-5 of 10  

Here you will see the order you just created, as well as the orders you've made in the past.