

Apprentice School Ring Replacement

Two vendors over the years have been used to purchase college rings:

Herff Jones

Balfour also known as Joslin and Commemorative Brands, Inc - Balfour- College Ring Division

Please see below warranty information for each vendor.

Some information you will need to know for replacement:

Purchased under Newport News Apprentice School:

Commemorative Brands, Inc - Balfour- College Ring Division
Customer BK05567 16 P.O. Order 4500400723

Herff Jones:

Customer Number: 450145 Newport News Apprentice School


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Ring Loss Protection Plan

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We use only the finest materials in making all our products. Our limited warranty is designed to address any product loss or damage.

High School Class Ring Loss Protection Plan

Your Balfour high school class ring is so precious that it is automatically protected against loss or theft. If your high school class ring is lost or stolen, Balfour will replace the ring for a fraction of the original cost. This protection is in effect for four years from the date of purchase on all original class rings purchased after July 1, 1998 and is limited to a single replacement of your original high school class ring during the four-year period. This protection plan excludes diamonds, genuine stones, and championship rings. With the purchase of the Extended Ring Loss Protection Plan, if your high school class ring is lost or stolen, Balfour will replace it for up to ten years from the date of original purchase. The Extended Ring Loss Protection Plan is available for class rings purchased on or after August 1, 2012. This plan is limited to a single replacement of your original high school class ring during the ten-year period. This plan excludes diamonds, genuine stones, and championship rings. This plan must be purchased at the time of the original ring purchase. To find out the current replacement fee for either the four years or ten-year Ring Loss Protection Plan, please call Customer Service at 1-800-225-3687. Shipping and handling and sales tax may apply.

College Graduation Ring Loss Protection Plan

Your Balfour ring is so precious that it is automatically protected against loss or theft. If your graduation ring is lost or stolen, Balfour will replace the graduation ring. This protection plan is in effect for four years from the date of purchase on all original graduation rings purchased after August 1, 1996 and is limited to a single replacement of your original graduation ring during the four-year period. This Ring Loss Protection Plan excludes diamonds, precious stones, Military Academy rings, Championship rings and Texas A&M University rings (Aggie rings). Please contact Customer Service at 1-877-Balfour (1-877-225-3687) for current replacement fees. Replacement fees may vary due to the fluctuating cost of precious metals such as gold, palladium, silver, and platinum. The Ring Loss Protection Plan is backed by an insurance policy. *For the replacement fee on rings shipped prior to August 1, 2007, please contact Customer Service at 1-877-Balfour (1-877-225-3687) Requirements for Replacement – Ring Loss Protection Plan/Warranty Card – Original invoice – Specs for replacement ring must be identical to original jewelry: stone, date, curriculum, school, and all other options. – Request for replacement must be made within 45 days from the date of loss. – Police report number (as applicable) – Explanation of circumstances of the loss Send request for replacement with original invoice, the Ring Loss Protection Plan/Warranty Card, and a check or money order for the then current replacement fee plus a \$14.95 shipping and handling charge (shipping and handling charge includes insurance for the return shipment. Second day service is available for \$19.95. Overnight service is available for \$24.95) to: Balfour College Rings Attn: Ring Loss Protection Plan Dept. P.O. Box 149056 Austin, TX 78714-9056 When shipping via UPS or FedEx, use the following address: Balfour College Rings Attn: Ring Loss Protection Plan Dept. 7211 Circle S. Road Austin, TX 78745-6603

College Extended Graduation Ring Loss Protection Plan*



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Your Balfour College Graduation Ring is automatically protected against loss or theft for four years from the date of purchase. **Original rings purchased after August 1, 1996.** With the purchase of the Extended Ring Loss Protection Plan, if your graduation ring is lost or stolen, Balfour will replace it for up to ten years from the date of original purchase. **The Extended Ring Loss Protection Plan is available for graduation rings purchased on or after August 1, 2012.** This plan is limited to a single replacement of your original college graduation ring during the ten-year period. This Ring Loss Protection Plan excludes diamonds, precious stones, Military Academy rings, Championship rings and Texas A&M University rings (Aggie rings). Requirements for Replacement – Ring Loss Protection Plan/Warranty Card – Original order form invoice – The specs for your replacement must be identical to original graduation ring: stone, metal, date, school and all other options except finger size. If the product is no longer available, it will be replaced with a product of similar design and comparable value. – Request for replacement must be made within 45 days from the date of loss under either plan. – Police report number (as applicable) – Explanation of circumstances of the loss How to Request a Replacement: 1. Fill out a Balfour Loss/Theft Report form (available on www.balfour.com). 2. Then make copies of the following items for your files: – Extended Ring Loss Protection Plan Card – Original order form receipt – Completed Balfour Loss/Theft Report form 3. Mail all original documents listed above to Balfour (see address below) with a check or money order for the deductible fee. – To find out the current deductible fee, go to www.balfour.com or call Customer Service at 1-877 BALFOUR (1-877-225-3687). – Shipping and handling charges may apply. Balfour College Rings Attn: Ring Loss Protection Plan Dept. 7211 Circle S. Road Austin, TX 78745-6603 For tracking purposes, preferred shipping methods are via FedEx or UPS. The Extended Ring Loss Protection Plan is provided through an insurance policy. A complete copy of terms and conditions that apply is available upon request. **For additional assistance, call Customer Service at 1-877 BALFOUR (1-877-225-3687).**

***Not available at all schools.**

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Herff Jones Limited Lifetime Warranty

Herff Jones fully warrants the ring and simulated gemstone to be free from defects in workmanship and/or material at the time of delivery. If your college ring cannot be repaired or replaced under these terms, a refund will be allowed. In addition, the following services will be performed at NO CHARGE: resizing; replacement of broken or defective simulated stones; restore original finish of ring; clean and polish.

This warranty gives you specific legal rights; You may also have other rights which may vary from state to state. To make a claim under this warranty, contact your local Herff Jones Sales Representative or Herff Jones Warranty Services who will process your request. Send your ring insured with a letter of instruction to:

Warranty Services Department
150 Herff Jones Way
Warwick, RI 02888

Email: collegeringwarranty@herffjones.com
Toll-free: 1-800-451-3304

Please note: Not all services are provided for all schools; championship orders, military academy orders or college rings purchased prior to July 1, 1983 must contact our Warranty Services Department prior to warranty submission; genuine stones and diamonds are not covered under this warranty; this warranty is void if work is performed on your ring by someone other than Herff Jones; damages resulting from improper handling, lack of care, or normal wear and tear are not covered by this warranty.

Lost Ring Program (LRP)

If your Herff Jones College class ring is lost or stolen, we'll help you obtain a duplicate ring at a reduced price adjusted to reflect current precious metal prices. This program covers your original ring and may be used one time for college rings purchased on or after January 1, 2014. The LRP is in effect for five (5) years from the date of purchase. Genuine stones and diamonds are not covered by this warranty. Other terms and conditions may apply.

To file a LRP claim, please visit collegerings.herffjones.com, click on the customer service tab and complete our customer service contact form, or contact a product specialist at 1-877-454-7231.

Update your ring for free

Through the Step Up program, you can wear your college ring now and update it as you earn your advanced degrees at no additional charge. This is available on any college ring purchased from Herff Jones after 1983. The new ring may be for a different school than the original, provided Herff Jones currently manufactures college rings for that school and is available for the original owner of the ring. Other terms and conditions may apply.

To order a college ring under this program, contact your local Herff Jones Sales Representative or visit collegerings.herffjones.com and click on the customer service tab to complete our customer service contact form.

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