

PLEASE DO NOT SEND ITEMS FOR SERVICE AT THIS TIME.

To protect the health and safety of our team, we are not accepting inbound shipments at this time.

If you need a resize, exchange, or other service, please email us using our [Contact Us](#) page. Please note that if you are concerned about an exchange timeframe or a warranty period expiring, we will be granting extensions to ensure that anything we would have done during this time is still honored once we are able to receive shipments again.

Lauren's Hope is a small, family-owned American business.

We appreciate your business and your patience as we all navigate this unprecedented crisis.

Thank you.

WARRANTY SERVICES

LAUREN'S HOPE
MEDICAL ID JEWELRY 

We warranty our products against defects for one year.

Exclusions and Limitations

- We do not warranty against scratches or dents, as they are considered normal wear and tear. We do not warranty against theft, loss, or chemical exposure.
- Caduceus and paint/inlay/patina: The caduceus symbols and any paint/color fill on our metal pieces are conditionally warrantied for one year. Exposure to harsh chemicals, intentional damage, and/or abnormal wear will void your warranty.

Repair services are warrantied for 30 days.

Please repair the following:

My snug wrist measurement is: _____ inches

To measure, use a soft measuring tape and, starting at the 0, take a snug measurement. We'll add the correct length for a comfortable fit.

ATTENTION: Some localities outside the US may charge recipients varying duties, surcharges, taxes, and/or fees in addition to the shipping charges paid here. By placing your order, you accept responsibility for any additional expense imposed upon the recipient.

Your Name: _____ Order Number (if known): _____

Return Address: _____ City: _____ State: _____ Zip: _____

Daytime Phone Number: _____

Please send your jewelry in a **PADDED MAILER** to:

Lauren's Hope
1425 Swift St.
Suite 100
North Kansas City, MO 64116

**Lauren's Hope is not responsible for lost or damaged incoming shipments. We encourage you to track and/or insure your package.*

 1.800.360.8680

 8am to 4:30pm (CST)
Monday-Friday

 info@laurenshope.com

 1425 Swift St.
Suite 100
North Kansas City, MO 64116

**Please note, return shipping takes place after the item has been received by Lauren's Hope and accordingly processed and paid in full (when applicable). Return shipment can take up to 5 business days after we receive the item. Promo Codes are not valid for exchanges, repair/resize fees, or return shipping.*