

Consumer Complaint Form

(See instructions on last page.)

Jewelry Purchase Information Sheet

Name of purchaser:

Address: _____

City/State/Zip: _____

Telephone number:

Best time to contact:

I have documentation pertaining to the facts of this complaint.

I do not have documentation.

Information about the purchase

Description of item(s) purchased:

Date of purchase:

Name of seller: _____

Address: _____

City/State/Zip: _____

State/Country: _____

Amount paid for jewelry:

Value according to appraisal by a qualified gemologist-appraiser*:

Description of jewelry evaluated by qualified gemologist-appraiser:

Did any written appraisal match the information that was orally conveyed to you by the sales person at the time of purchase?

* “Qualified gemologist-appraiser”-- someone who hold nationally respected credentials

Please keep any receipts, appraisals, or if this relates to an experience that occurred during a cruise, the cruise tickets, written recommendation that may indicate that cruise passengers can rely on a merchant in question, or other pertinent information related to the facts. Also keep any other information or paperwork which you believe may have any relevancy to your purchase or decision to make the purchase.

DO NOT SEND ANY ORIGINAL DOCUMENTS – ONLY COPIES.

You have my permission to share the information provided on this *Consumer Complaint Form* with others of your choosing in order to obtain legal opinions as to possible remedies and determine the extent of related issues. I understand the information provided will only be used for the purpose of attempting to address fraud and misrepresentation in the jewelry industry.

Signature

Date

Print Name

Instructions

1. Complete the questionnaire.
2. Send a **copy** of the questionnaire, along with **copies** of documentation, to:
 - The State Attorney General's office in your state, local District Attorney, & Better Business Bureau
 - The Federal Trade Commission
CRC-240
Washington, D.C. 20580
Tel: 1-877-FTC-HELP (382-4357)
The FTC does not resolve individual consumer disputes, your complaint, comment, or inquiry may help the FTC spot a pattern of law violations requiring law enforcement action. It can also help the FTC to recognize and tell people about larger trends affecting consumers.
 - The Arizona Jewelers Association
20229 N 67th Ave
Suite C-4, PMB 299
Glendale, AZ 85308
Tel: (602) 254-3328
 - The Jewelers Vigilance Committee
25 West 45th Street, Suite 400
New York, NY 10036
Tel: 212 997 2002 / 800 564 6582
The JVC offers services to consumers, for a nominal fee, to pursue remedies.
 - The Accredited Gemologists Association
% G-Force Services
3315 Juanita Street
San Diego, CA 92105
Tel: 619-501-5444 (G-Force Services)
FAX: 480-247-5958
3. Retain all original documents - including this questionnaire - in a safe place.

Do not send original documents

* This document has been adapted from the Customer Complaint Form produced by the Accredited Gemologists Association (AGA), an independent, international, nonprofit organization dedicated to Gemological Education & Research, Identification & Evaluation of Gem Materials, as well as Development of Professional Standards of Analysis, Practice & Ethics.