

Consumer Complaint Form
(See instructions on last page.)

Jewelry Purchase Information

Name of purchaser: _____

Address: _____

City/State/Zip: _____

Telephone number: _____ Email Address: _____

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: _____

Country: _____

Was any return/exchange policy explained or pointed out to you at the time of sale? _____

Quality description of the jewelry as represented by the seller:

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

Description of jewelry as evaluated by a qualified gemologist-appraiser:

Amount paid for jewelry: _____

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

What steps (if any) have you taken to get a refund, rectify your situation, or communicate to the merchant your dissatisfaction with the purchase?

Other Circumstances

Please provide any other information relevant to your decision to make this purchase such as written or oral recommendations, guarantees, and individuals involved.

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. (Fields will expand to fit your text.)
2. Send a **copy** of the questionnaire, along with **copies** of documentation, to:

- **The Accredited Gemologists Association**

% G-Force Services
3315 Juanita Street
San Diego, CA 92105
Tel: 619-501-5444 (G-Force Services)
E-Mail: CCQ@accreditedgemologists.org
FAX: 480-247-5958

The AGA collects consumer complaints and, when several are received involving the same vendor, forwards them to the appropriate state Attorney General.

- **The Jewelers Vigilance Committee**

25 West 45th Street, Suite 400
New York, NY 10036
Tel: 212 997 2002 / 800 564 6582

For a nominal fee, the JVC offers mediation services to consumers to pursue remedies.

- **The State Attorney General's office** where the purchase was made (Google “Attorney General” and name the state eg: *Attorney General CA*)

- **The local District Attorney** where the purchase was made

- **The Better Business Bureau** where the purchase was made

- **The Federal Trade Commission**

CRC-240
Washington, D.C. 20580
Tel: 1-877-FTC-HELP (382-4357)

Although 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.

3. Retain all original documents - including this questionnaire - in a safe place.

Do not send original documents