



To: The United States Naval Academy Class of 2019

Hello! This is Mike Sundgaard from Jostens. As I mentioned in my last letter I was going to share information on the products and programs that will be available to you when you purchase your Jostens ring. These include our Lifetime Warranty that we provide for every ring we sell, a three year Ring Loss Protection Plan, and a Lifetime Guarantee on all stones....and yes that includes genuine stones.

First, let me start with the Jostens Lifetime Warranty. I believe you will find that this is one of the best warranties you will find on any product – not just class rings. First, when we say it is a lifetime warranty we mean it. Your warranty will be intact for 5 months, 5 years, or 50 years down the road. Every year we get rings sent in from Academy graduates who need to have the ring cleaned or resized prior to their 30th, 40th, or 50th class reunion. We happily perform this work for them and the best thing about it is there is absolutely no charge. The warranty on your ring will include, but is not limited to resizing, cleaning, polishing, and refinishing, all at no charge. We also provide a lifetime guarantee on all of our stones, both genuine and synthetic. I will discuss this part of the warranty later in this letter. I must point out though that this warranty is voided if the ring has any repair work or alterations performed by any jeweler or repair service other than Jostens.

The next benefit that accompanies your Jostens purchase is our Ring Loss Protection Plan. We realize that the first three years that Midshipmen have their rings is the most likely time that the ring will be lost or stolen. This is due mainly to the number of times that you will move from one location to another during this period. The Jostens Ring Loss Protection Plan is in effect for three years from the time you receive your ring. During this period if your ring is lost or stolen Jostens will replace your ring one time for FREE. This protection does exclude genuine stones and ornate options. We do encourage everyone to carry insurance to cover genuine stones and diamonds.

All of you will want to customize the “top” of your ring to reflect your individual style. This is what makes the ring uniquely yours. Some of you will opt for gold tops or synthetic stones. Some of you will want to have diamond tube sets. Many of you will be interested in having a genuine stone set in your ring either as the main attraction or in a cluster of diamonds. As I mentioned earlier Jostens also provides a Lifetime Warranty on all of our stones. That means whether it is synthetic or genuine if the stone is ever broken, scratched, or defective we will replace it without charge.

Finally let me point out one thing. All of these items – the Lifetime Warranty on both rings and stones as well as the Ring Loss Protection – are all included in the price of your ring. There are no additional or hidden charges for any of these services.

I want to wish all of you continued success this fall. In the next few days I will provide information on the upcoming Ring Briefing, Gemstone Show, and Ring Order Week. If you have any questions at this point you can always contact us at 1-877-229-4440 or by email at aps@jostens.com.

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