O.C. Tanner is MSU’s vendor for years of service awards. For warranty or exchange information please see below:

**Appreciation Guaranteed**

If for some reason you're not happy with the award(s) you've received, please use the following guidelines from O.C. Tanner:

- If O.C. Tanner made it, it's guaranteed for life. If there is something wrong with the item, please return it for repair or replacement.
- All jewelry shipped from O.C. Tanner's facilities in the United States, Canada, and Europe is guaranteed for life.
- For all other awards purchased from O.C. Tanner's facilities in the United States, Canada, and Europe, O.C. Tanner will replace the item if it has a defect in materials or workmanship as long as it is returned within five years of purchase.

**Exchanges**

If you are not fully satisfied with your award delivered by O.C. Tanner's facilities in the United States, Canada, and Europe, you may have the option to return it for exchange within 90 days of receipt.

**How to contact O.C. Tanner**

Further warranty and exchange information can be found at [http://www.octanner.com/customer-support/warranty.html](http://www.octanner.com/customer-support/warranty.html). For customer service assistance with warranty or exchange questions please contact O.C. Tanner via the following link [http://www.octanner.com/customer-support.html](http://www.octanner.com/customer-support.html) or by phone at 1-888-708-7080.

For further questions that are not covered above, or by O.C. Tanner, please contact Human Resources.