

# RETURN FORM

Please complete this form in full:

*\*If you would like an exchange sent to an alternate address, please use it below*

Order Number: \_\_\_\_\_

Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

Post Code: \_\_\_\_\_

**Return Address:**

Return Department,  
Brinton House, Kidderminster  
Worcestershire, DY10 1BT

**Customer Service Telephone:**

01562 312 226

**Please Note:**

Items must be returned in their original packaging, with all booklets, guarantee(s) and product tags if they are attached.

A product will only be accepted for exchange/refund if it is returned unworn/undamaged and in re-sellable condition.

If earrings are sealed in clear plastic bags on arrival, these should be returned to us unopened with seal intact.

All products should be returned within 30 days from the date of dispatch.

If there are any extra charges to pay with exchanges we will contact you so that payment can be taken over the phone.

**All refunds and exchanges will be processed within 5 working days after we have received your returned items.**

**When will I receive my exchange?**

Any exchanged item(s) totalling less than £100 will be sent using our standard 1-3 working day delivery service.

**Please tick this box if you would like to receive your replacement item(s) with our next day delivery service.** There is a £5.95 charge for this.

Product Code	Description	Refund (Please Tick)	Reason Code	Exchange (Please Tick)	New Product Code/Description	New Size	Qty	Price

**Reason for return:** 1. Ordered wrong size 2. Unwanted Gift 3. Dislike ('a' Colour, 'b' Size, 'c' Other) 4. Faulty 5. Wrong Item received 6. Doesn't match site description