



Returns Form

Please fill in and return this form as below and attach it with the returned goods. The item must be returned to us within 21 days of purchase in its original packaging with all labels still in place on the jewellery.

Please ensure the returned goods are packed carefully in its original packaging to avoid damage.

Unfortunately we cannot accept responsibility for damaged or lost in the post returned items. We therefore recommend that you send it via registered post obtaining a certificate of posting.

We would appreciate if you could let us know the reasons for return. Such knowledge will help us to make improvements to our products and service.

Order Number: _____ Date: _____

Please highlight: Mr/Mrs/Miss/Ms/Other

Full Name: _____

Full Address: _____

Postcode: _____

Telephone number (incl. STD code): _____

Original Payment Method:

MASTERCARD VISA AMEX SWITCH/MAESTRO OTHER

PRODUCT CODE	QUANTITY	RETURN CODE	DESCRIPTION OF FAULT OR DAMAGE	REFUND OR EXCHANGE

Return Codes:

- A** – Goods arrived faulty
- C** – Unwanted gift
- E** – Arrived too late
- G** – Quality not as expected
- X** –Other, please.....
- B** – Package and goods damaged in transit
- D** – Wrong item sent
- F** – Changed my mind
- H** – Not as seen on the picture

Should you have any queries, please call us on: 0208 605 0710