

The Jewellers

Customer Name:

Order Number:

Order Date:

Item Reference/Description:	Exchange/Refund/Repair:	Additional Notes:

Help us help you- From the below options, please select the reason for your return.

- (1) Unsuitable/Unwanted (2) Incorrect Size (3) Looks Different To Image (4) Arrived Late
(5) Incorrect item (6) Faulty/Damaged (7) Other - explanation in notes

To successfully return your item for an exchange or a refund within the 100 day returns period, please follow the below steps and refer to our returns policy for further information

<https://www.thejewellers.com/returns>

1. Firstly, ensure that your item is in pristine, resalable condition and in the original packaging, unless faulty.
2. Print and complete this form to include inside the parcel. If you are unable to print, please include a note with the same details. Your order cannot be refunded or exchanged without this form or an equivalent note.
3. Package the item securely, using the original box.
4. Post the item(s) back via Royal Mail Special Delivery to the address shown below. If you can please allow up to **10 working days**, from when we receive your return, for the exchange/refund to be processed.

Returns Department Address:

JQB Ltd - TJ
Unit 9-10, The Big Peg
Northampton Street
Birmingham B18 6DX

- Earrings are included within the returns guarantee, providing they have not been worn. See our Terms and Conditions for more information.
- All bespoke/altered items are excluded from returns as stated in the policy and the website Terms and Conditions –this does not affect your statutory rights.

If you have any further queries or need any further help, please contact us on 0121 634 8088 or via email to info@thejewellers.com