



RETURNS FORM

Please complete this form in full and either take it to store with you or include it in any parcel being returned.

Customer address:	Delivery address: Britannia Jewellery 41-42 Frederick Street Hockley Birmingham B13HN	Order number:
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Item code	Item description	Quantity returned	Return code	Refund

Reason for return codes:

A - Faulty

B - Incorrect item

C - Didn't arrive in time

D - Don't like

E - Wrong Size

Additional comments:

How to return if you ordered in store

Print out this form and fill it out in full.

Bring the goods, all boxes, and receipts into the store.

Once the goods have been inspected a refund will be given to the same payment method as purchased

How to return if you ordered online

Print out this form and fill it out in full.

Place the filled-out form and all goods including all boxes and receipts into a parcel and post to:

Britannia Jewellery
41-42 Frederick Street
Hockley
Birmingham
B1 3HN

Refunds will only be accepted if the items are unworn and the original packaging is provided. Please also include a copy of your invoice.

Refunds will be issued by Britannia Jewellery within 48 hours of receiving the returned item. Refund payments typically take up to 5 working days to appear within your account, although this varies depending on your bank. Please speak with your bank or building society to ascertain the timeframe.

We strongly suggest that the buyer uses Royal Mail Special Delivery when returning items and makes sure the item is insured for the correct amount.

Britannia Jewellery is not liable for any products that get damaged or lost in transit on their way back to us.

For reasons of hygiene Britannia Jewellery does not offer refunds or exchanges on earrings. This does not affect your statutory rights.