

THE  
**JEWELLERS**  
antique • vintage • modern

Customer Name:	Order Date:
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Item reference/description	Exchange/ refund	Notes

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

**(1) Unsuitable (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 refund within the returns period, please follow the below steps and refer to our returns policy for further information. [www.thejewellers.com/returns](http://www.thejewellers.com/returns).

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

**Returns Department  
JQB Ltd - TFJC  
Floor 16, Centre City Tower,  
7 Hill street, Birmingham,  
B5 4UA**

**Earrings are included within the returns guarantee, providing they have not been worn.** See our Terms & Conditions for more information.

**All bespoke/altered items are excluded from returns as stated in the policy and the websites terms & conditions - this however does not affect your statutory rights.**

If you have any further queries or need any further help please contact us on **01216348088** or via email at [info@thejewellers.com](mailto:info@thejewellers.com).