

YOUR ORDER NUMBER

If you don't have this, please contact us so we can track your order

Returns Form

PLEASE PROVIDE THE PURCHASER'S NAME & ADDRESS **AND** THE NAME AND ADDRESS YOU WOULD LIKE YOUR RETURN SHIPPED TO

PURCHASER'S NAME & ADDRESS:	SHIP TO ADDRESS: (for exchanges only)
CONTACT PHONE NUMBER:	EMAIL ADDRESS:

Returning

Product Code	Description	Qty.	Refund(R) or Exchange (E)	Reason for Return	Price

Items Required in Exchange

WE WILL ALWAYS OFFER YOUR 1st CHOICE WHERE AVAILABLE

	Product Code	Description	Qty.	Price
1st choice				
2nd choice				
3rd choice				

Notes on Returns

Items must be unworn and in re-saleable condition

If returning a bracelet for exchange please remove any charms or safety chains that you wish to keep and **retain the box**.

If returning your order for a full refund please include all packaging.

All exchange bracelets are despatched without boxes. Any boxes received as part of an exchange may not be returned.

Due to reasons of hygiene, we are unable to offer an exchange or refund on earrings (not applicable to earring pendants).

Beadazzle are not responsible for the cost of returning goods, please ensure the correct postage is paid.

Please refer to Terms and Conditions for full details of our returns policy. This does not affect your statutory rights.

PLEASE RETURN ALL GOODS TO THE ADDRESS BELOW, IN THEIR ORIGINAL CONDITION, IN A PADDED ENVELOPE, USING A 'SIGNED FOR' SERVICE

You will receive a confirmation email once your exchange / refund has been completed.

Comments:

Send Returns to:

Beadazzle
Rowlandson House
289/293 Ballards Lane
London
N12 8NP

Returns Information

Beadazzle operates a prompt and reliable 'no quibble' returns policy. As long as the item you are returning is unworn you can return it for exchange or refund.

If the size isn't right or the colour/style not as expected, please return it to us within 30 days of purchase.

Feel free to try bracelets and rings on for a few minutes to see if they fit.... but please don't wear them as they can be easily scratched.

We offer a first exchange free of charge, further exchanges will incur postage costs.

At Christmas and other busy periods this will be extended to allow for buying gifts in advance.

If in doubt, please call and one of our friendly and helpful team will be happy to help, no call centres or options, just one of us at the end of a phone. Office hours are Monday-Friday 9.30-5.30. Outside of these hours either leave a message and we will return your call, alternatively you can send us an email.

How to return an item

It is our aim to make exchanges and refunds as easy as possible.

Simply print off the returns form.....complete the relevant information, place the item you are returning, with the completed form, into a padded envelope, affix the returns address label and correct postage (you may wish to re-use the envelope your goods arrived in).

Send it to us using Royal Mail's 'Signed For' service, for items of higher value we would recommend Royal Mail's 'Special Delivery' service which offers full tracking and insurance. Costs of returning goods to Beadazzle are the responsibility of the customer. We do not accept responsibility for returned goods until they have been received by us.

All returns require Proof of Purchase; your order number can be found on your invoice/delivery note/confirmation email.....

We endeavour to handle exchanges and refunds within 24hrs of receipt, although at busy exchange periods such as Christmas we may need slightly longer.

All exchanges are despatched using Royal Mail 1st Class 'Signed For' service. Should your exchange be of an urgent nature, Royal Mail 'Special Delivery' service can be purchased. Please call to arrange payment: 0208 632 0246.

In some instances it is quicker and easier to place a new order for the correct item and return the original item for refund.

When returning bracelets for exchange please remove any clips, safety chains and charms that you wish to keep and retain the box, it is yours and will only increase your postage costs.

Goods returned for refund or exchange must be unworn and in re-saleable condition.

We reserve the right to refuse refunds or exchanges on goods received in poor or un-saleable condition.

Due to hygiene, we are unable to offer an exchange or refund on any earrings (not applicable to earring pendants). *This does not affect your statutory rights.*

Gift Wrap and optional premium postage services are non-refundable. All exchange bracelets are despatched without a box. Any boxes received as part of an exchange may not be returned. You will receive a confirmation email once your exchange /refund has been completed.