



## Returns Advice Note

|                                   |                                 |
|-----------------------------------|---------------------------------|
| <b>Customer Name and Address:</b> | <b>Order Number:</b>            |
|                                   |                                 |
|                                   | <b>Customer E-mail Address:</b> |
|                                   |                                 |
|                                   | <b>Customer Telephone No:</b>   |
|                                   |                                 |

### You'd like to return an item?

Please complete the form below and return it with your purchase(s) in their original packaging, using the pre-printed label below, within 14 days of receipt of your jewellery. All postal costs are at the customer's expense, unless the item is faulty, and we recommend using registered post. If an exchange or replacement is required, an e-mail will be sent when the items are despatched to you. If, for any reason, the items are out of stock, a refund will be issued within 3 working days of receipt of your jewellery.

Please note that we will refund using the original payment method used e.g. (Credit Card, Debit Card, Pay Pal etc.)

| Item Code | Item Description | Quantity | Return Code* | Comments |
|-----------|------------------|----------|--------------|----------|
|           |                  |          |              |          |
|           |                  |          |              |          |
|           |                  |          |              |          |
|           |                  |          |              |          |

### \*Return Codes:

I am returning this product(s) because:

1. It arrived late.
2. It is not the correct item.
3. It is not as described.
4. It is not as I expected.
5. The product is damaged/faulty and I would like a replacement.
6. The product is damaged/faulty and I would like a refund.
6. I have changed my mind.
7. The jewellery is too small/too big.

Please detach the Returns label below and attach onto the front of your returns package. Please ensure that return postage is paid. Thank you.

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**Returns Department,  
Bijou Bangles Silver Limited,  
282 Leigh Road,  
Leigh-on-Sea,  
Essex, SS9 1BW.  
United Kingdom.**

**Postage  
Required**