RETURNS FORM

PLEASE COMPLETE THE DETAILS BELOW TO HELP US DEAL WITH YOUR RETURN QUICKLY, AND ENCLOSE THIS FORM INSIDE YOUR PARCEL.

Pia
love your style

Keswick House, Branthwaite,
Workington, Cumbria CA14 4ED
Tel: **0333 240 6238**
Email: **service@piajewellery.com**

We hope you are pleased with your order

If anything you have ordered does not live up to your expectations just return it to us unused, in its original packaging, for an exchange or refund within 30 days. Unless the item is faulty, return postage will be at your cost. It is important that the goods are returned in the best possible condition so please pack them appropriately.

FAULTY GOODS.

Should you believe an item to be faulty, please contact Customer Services to discuss your concerns and for advice on returning the item at our expense.

EXCEPTIONS

Earrings may only be returned if the seal on the bag is unbroken (unless faulty).

REFUNDS

We will refund you within 14 days of the goods being returned to us. If the order is returned in its entirety within 14 days, we will also refund your original delivery charge.
Please see our website for full terms and conditions.

CONTACT

Call our customer service team on **0333 240 6238**
(Mon- Fri 9am - 7pm, Sat 9am - 5pm) or email **service@piajewellery.com**

TO RETURN AN ITEM.

This completed returns form must accompany your returns parcel.
We recommend you obtain a Certificate of Postage as you are legally responsible for the goods until they reach us.

Our returns address is:
Keswick House, Branthwaite, Workington, Cumbria CA14 4ED

NAME & ORDER NUMBER

Name:

Order No:

FOR EXCHANGES ONLY

If the new items are cheaper, we will refund the difference. If the items cost more, please enter payment details below:

Cheque Enclosed
(Payable to Pia Jewellery) value: £

Charge my credit card

Visa ☐ MasterCard ☐

Card No.

Expiry / Security Code

Signature

REASON CODES (ENTER BELOW)

1. Too Large
2. Too Small
3. Damaged/Broken on Arrival
4. Damaged Jewellery Box
5. Faulty
6. Wrong Item Received
7. Wrong Item Ordered
8. Poor Value For Money
9. Quality Not as Expected
10. Missing/Loose Stone
11. Delivered Too Late
12. Not as illustrated in catalogue
13. Not as described in catalogue
14. Duplicated Delivery
15. Changed my Mind

COMMENTS

SKU	DESCRIPTION	QTY	REASON CODE	EXCHANGE	REFUND	NEW ITEM CODE