

# RETURNS FORM



love your style

Keswick House, Branthwaite Road,  
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, our returns period for Christmas presents is extended – any item purchased between 1st October and 23rd December may be returned up to 14th January. Please ensure that the item is packed to arrive back to us in resalable condition. We are sorry but personalised items cannot be refunded or exchanged unless faulty. Unless the item is faulty or was sent in error, 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 OR INCORRECT GOODS

Should you believe an item to be faulty or incorrect, 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 - 6pm, 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 Road, Workington, Cumbria, CA14 4ED**

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

NAME & RETURNS REFERENCE
Name:
Return reference:

FOR EXCHANGES ONLY		
If the new items are cheaper, we will refund the difference. If the items cost more, please enter payment details below:		
<b>Cheque Enclosed</b> <input type="checkbox"/> <span style="margin-left: 100px;">£</span> <input style="width: 150px; height: 20px;" type="text"/> (Payable to Pia Jewellery) value:		
<b>Charge my credit card</b> <input type="checkbox"/> <span style="margin-left: 100px;"> <input type="checkbox"/> Visa <input type="checkbox"/> MasterCard                     </span>		
Card No. <input style="width: 150px; height: 20px;" type="text"/>		
Expiry <input style="width: 30px; height: 20px;" type="text"/> / <input style="width: 30px; height: 20px;" type="text"/> <span style="margin-left: 100px;">                         Security Code <input style="width: 30px; height: 20px;" type="text"/> <input style="width: 30px; height: 20px;" type="text"/> <input style="width: 30px; height: 20px;" type="text"/> </span>		
Signature <input style="width: 150px; height: 40px;" type="text"/>		
<b>REASON CODES (ENTER BELOW)</b>		
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <b>P1</b> Too Large  <b>P2</b> Too Small  <b>P3</b> Damaged/Broken on Arrival  <b>P4</b> Damaged Jewellery Box  <b>P5</b> Faulty  <b>P6</b> Wrong Item Received  <b>P7</b> Wrong Item Ordered  <b>P8</b> Poor Value For Money                         </td> <td style="width: 50%; vertical-align: top;"> <b>P9</b> Quality Not as Expected  <b>P10</b> Missing/Loose Stone  <b>P11</b> Delivered Too Late  <b>P12</b> Not as illustrated in catalogue  <b>P13</b> Not as described in catalogue  <b>P14</b> Duplicated Delivery  <b>P15</b> Changed my Mind                         </td> </tr> </table>	<b>P1</b> Too Large <b>P2</b> Too Small <b>P3</b> Damaged/Broken on Arrival <b>P4</b> Damaged Jewellery Box <b>P5</b> Faulty <b>P6</b> Wrong Item Received <b>P7</b> Wrong Item Ordered <b>P8</b> Poor Value For Money	<b>P9</b> Quality Not as Expected <b>P10</b> Missing/Loose Stone <b>P11</b> Delivered Too Late <b>P12</b> Not as illustrated in catalogue <b>P13</b> Not as described in catalogue <b>P14</b> Duplicated Delivery <b>P15</b> Changed my Mind
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<b>COMMENTS</b>
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PRODUCT CODE	DESCRIPTION	QTY	REASON CODE	EXCHANGE	REFUND	NEW ITEM CODE