



RAW GEMSTONE  
JEWELLERY

**REFUND FORM**

Name:

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Address:

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Telephone:

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Email:

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Order No:

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Date:

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QTY	SIZE	PRODUCT	R. CODE

**REASON CODES:**

**1** – Faulty **2** - Incorrect size **3** - Late arrival **4** - Incorrect item **5** - Poor quality **6** - Differs from image

*If you are not happy with your item, we will provide a refund or exchange provided that you return it to us within 14 days of receipt (beginning on the day after your order is delivered to you) and then you have another 14 days to send the item(s) back to us. All refunds will be credited to you by the same payment method you used.*

*The item must be returned to us as new and unworn within its original packaging. Please include this refund form provided and state the reason code for your return. **Please note that we are unable to accept returns for earrings or customised orders.***

*The item is your responsibility until we receive it, so we recommend you use a recorded delivery service. You are responsible for the cost of returning items to Raw Gemstone Jewellery unless the goods are faulty or sent in error.*

**OVERSEAS RETURNS**

*You may need to fill in a customs declaration, please state “Returned Goods” to ensure no duty will be charged.*

*If you require any assistance in returning your item or would like to return / exchange your item at an event, please e-mail us in advance.*

*Please return all items to:*

**Raw Gemstone Jewellery  
C/O Sprowston Road Post Office  
557 Sprowston Road  
Norwich  
NR3 4AD**

*If you have any further questions, please get in touch with us at [enquiries@rawgemstonejewellery.com](mailto:enquiries@rawgemstonejewellery.com)  
For more information on the returns policy, please visit <https://rawgemstonejewellery.com/pages/returns>*