



Wicken accepts returns for products purchased on the Wicken webstore only. If you purchased Wicken at a retail store or other website we cannot arrange a return for you. You need to work with the store or website you originally purchased from and adhere to their policies.

RETURNS AND EXCHANGES

Please note that Wicken has a 14 day returns policy: Any items to be returned or exchanged must be shipped/postmarked within 14 days of delivery date. Please follow our instructions below if you wish to make a return:

- Inform us of your intent to return by emailing customer services at online@Wicken.co.nz
• Place the items in the original postal box or any other solid cardboard box
• Complete this returns form and include inside the box
• Tape the box closed securely
• Ship with your chosen courier or postal company - we recommend using a traceable and insured method so that your carrier will refund you in the event of theft or loss during delivery. Please keep a record of your tracking number.
• Send your package to: Wicken Ltd, 29 Huntington Park Drive, Grewenhithe, Auckland 0632, New Zealand.

IMPORTANT INFORMATION

- All exchanges are subject to availability
• There may be additional charges for postage on the new item
• Sale items are non-exchangeable and non-refundable
• Make sure products are exactly as you received them - unworn and in original packaging.
• All products must be returned in their own undamaged box or pouch as this is considered part of the product.
• If you guess your ring size and the ring needs to be altered, you will incur an alteration fee.
• Unless the goods are damaged or defective or not as specified in your order, you are responsible for the cost of returning the goods.
• If the goods were faulty or incorrect then the cost of return postage will be refunded to you.
• Refunds will not be given if the goods have been damaged by you, this includes damage caused by inadequate packaging by you when returning goods.

CUSTOM PIECES

Pieces made in a special stone or metal or plated on request are all considered custom items. Any Rings outside our standard sizing of 5-9 are considered custom items and we will charge a resize fee if an exchange is required. Custom items are non-exchangeable and non-refundable.

REPAIRS

We will repair any manufacturing fault at no cost within 6 months of the purchase date. Proof of purchase is required.

- Manufacturing faults do not include:
• Chipped, cracked or broken gemstones.
• Broken chains.
• General wear and tear including rings that have bent out of shape or oxidized.

If you would like any of the above repairs made, we can assess the damage and will let you know the cost before proceeding.

Any item that was purchased outside of the 6 month warranty period will be charged for repair/replacement.

PLEASE FILL THIS FORM OUT AND ENCLOSE IT WITH THE ITEM YOU ARE RETURNING:

NAME: \_\_\_\_\_

POSTAL ADDRESS: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

EMAIL: \_\_\_\_\_

RETURN

EXCHANGE

REPAIR

Item you are returning: \_\_\_\_\_

STYLE: \_\_\_\_\_

SIZE: \_\_\_\_\_

Reason for returning this item: \_\_\_\_\_

Item you would like to exchange for: \_\_\_\_\_

Notes: \_\_\_\_\_

PLEASE RETURN ITEMS IN ORIGINAL POSTAL BOX OR SOLID CARDBOARD BOX. ITEMS DAMAGED DURING POSTAGE DUE TO INSUFFICIENT PACKAGING WILL NOT BE REFUNDED OR EXCHANGED AND CHARGES FOR REPAIRS WILL APPLY.

If you have further questions please contact us at info@wicken.co.nz Alternatively, you can reach us by phone at +64 9 4136225, Monday to Friday between 9am - 5pm, New Zealand Time.

www.wicken.co.nz