

# DELIA LANGAN JEWELRY WEB RETURN / EXCHANGE FORM

\*PLEASE PLEASE PLEASE PRINT LEGIBLY!\*

Customer Full Name: \_\_\_\_\_

E-mail: \_\_\_\_\_

## Return Shipping Address

Address Line 1 \_\_\_\_\_

Apt / Unit # \_\_\_\_\_

City / State \_\_\_\_\_

Zip \_\_\_\_\_

Date of Purchase: \_\_\_\_/\_\_\_\_/\_\_\_\_

Where did you purchase this item? delialangan.com  Etsy  In-person

Order number :

Reason for exchange:

What are you exchanging for? Another item  Store Credit in form of gift card valid for 1 year

For store credit in the form of a gift card please provide an email address to which we can send

If another item, which item :

Payment Method for remaining balance: Cash  Check  Paypal

## FOR OFFICE USE ONLY

Repair Cost: \$ \_\_\_\_\_

EMAIL SENT  DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

PAID  DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

Ship-Out Date: \_\_\_\_\_

**Step 1.** Please email [support@delialangan.com](mailto:support@delialangan.com) prior to returning your item and explain your reason for exchange and if you would prefer an exchange or store credit in the form of a gift card valid for 1 year. If desired exchange item is more expensive than original item you must pay the difference including 3.50 for shipping overages. If desired exchange item is less than original item we will email you a code for store credit in the form of a gift card valid for 1 year for the remaining balance. Ship item within 14 days of initiating exchange or we can no longer accept the item.

**Step 2.** Print out and fill out the repair form and include \$4 for shipping overages and any remaining balance with the returned item in cash, check or via paypal to [support@delialangan.com](mailto:support@delialangan.com)

**Step 3. Package items AS YOU RECEIVED THEM in their original packaging in a bubble mailer in order for us to process an exchange or store credit. If you're mailing a necklace make sure you securely wrap it around the insert in the box. We will not accept any tangled or damaged items. Jewelry sent in a paper envelope will be torn out of the envelope. We are not responsible for any returns lost or damaged in the mail. Returns that do not meet our policy will not be accepted and will be sent back to the customer.**

**Step 4.** In the package, include the repair form, and the cost of the repair in cash or check if not paid by paypal. Checks should be made out to Delia Langan.

Mail package to:

Delia Langan ATTN Returns / Exchanges  
1027 Grand Street STE 307  
Brooklyn, NY 11211

### **What happens next?**

Please allow 2-4 weeks after item is received for us to mail your exchange item to you.

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### **PLEASE NOTE - WE CANNOT ACCEPT THE FOLLOWING AS RETURNS :**

- CUSTOM ORDERS
- ITEMS DELIVERED MORE THAN 10 DAYS BEFORE EXCHANGE IS INITIATED
- ITEMS MAILED MORE THAN 30 DAYS AFTER EXCHANGE IS INITIATED
- RETURNS WITH TANGLED CHAINS We cannot untangle knotted chains. You are responsible for safely and securely shipping your unworn, damaged item back to us.
- SINGLE EARRINGS

Have any other questions? Contact [support@delialangan.com](mailto:support@delialangan.com) and we will do our best to help!