



RETURNS FORM

Order number:

Order date:

Name:

Item Name	Reason Code	Refund or Exchange

Reason Code

- 1 - Looks different to image online
- 2 - Ordered more than one size
- 3 - Arrived too late
- 4 - Poor quality/fit
- 5 - Too small or big
- 6 - Doesn't suit me
- 7 - Incorrect size received
- 8 - Parcel damaged on arrival
- 9 - I've changed my mind

How to return

Package your items in their original packaging and include this filled out form plus the packing invoice or proof of purchase, such as a bank statement and send to the address below within 16 days from the date of dispatch.

RETURNS

Say It With Diamonds
73 Liverpool Road
Crosby
L23 5SE

The item is your responsibility until it reaches us, so we recommend that you send the parcel using recorded delivery. The cost of returning the item to us is your responsibility, unless it is faulty.

For more information and our full returns policy, please see the other side or visit sayitwithdiamonds.com/pages/refund-policy



OUR RETURNS POLICY

Any unworn re-saleable item purchased from our website may be refunded providing that you request this via our email enquiries@sayitwithdiamonds.com within 16 days from the date on the dispatch note email.

If your purchase is a bespoke/made to order, we DO NOT offer refunds/exchanges on items simply unwanted/change of mind. If you receive a damaged or faulty item, you must notify us within 48 hours, and we may, by discretion exchange.

Please note, our jewellery is handmade with love, therefore, each one can be slightly different; this would only be minor though. This is not a fault but part of the items unique qualities.

To complete your return, we require the packing invoice or proof of purchase, such as a bank statement with the item(s) within 16 days from the date of dispatch.

Our refund policy does not affect your statutory rights.

Guarantee

In the unfortunate case of your item having a manufacturing fault we will offer an exchange with a receipt providing we believe you have followed our care advice given with each item and it is still within the guarantee period.

Our items come with a 12 month guarantee. Please see exclusions.

Please note this guarantee is void on items engraved by third parties.

Exclusions

Any items we have in sale are excluded from our exchange and refund policy.

Earrings and pierced jewellery. In the interest of hygiene, earrings and pierced jewellery are excluded from our exchange and refund policy.

Personalised/engraved jewellery. We are unable to offer exchanges or refunds on personalised/engraved jewellery orders. Please check all spelling and specifications before placing your order(s). We will not be held responsible for any mistakes not made on our behalf.

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, please allow up to 5 working days for this to show back in your account.

Exchanges (if applicable)

We only replace items if they are defective or damaged.

All of our items are visually inspected before postage.

If you need to exchange it for the same item, send us an email at enquiries@sayitwithdiamonds.com and send your item to:

EXCHANGES

Say It With Diamonds

UNIT 21 The Met Quarter

Liverpool

L1 6DA

Upon receipt of your order, please check the goods are in perfect condition and notify us straight away if there is a problem.

The item is your responsibility until it reaches us. For your own protection, we recommend that you send the parcel using a delivery service that insures you for the value of the goods.

If returning from **OUTSIDE the EU**, please DO NOT USE COURIER SERVICES as there will be excessive clearance fees, we will either refuse delivery or charge the fees back to you. You must ensure the value on the parcel is listed as "ZERO", and you CLEARLY write "RETURNED GOODS" on the customs form and the parcel itself as we will not accept parcels that incur duty charges.

Say it with Diamonds do not pay return postage unless an item is a wrong/faulty item.

The time it may take for your exchanged product to reach you may vary, depending on where you live or during busy periods and bank holidays.