



DJUNA STUDIOS

RETURNS & EXCHANGES

Product Name	Qty	Reason	Refund (✓)	I would like to exchange to... (please include size or length)

NOTES:

Customer Name	
Address	
Telephone	
Email	
Order Number	

REASON CODE

1. Looks different to image on site
2. Arrived too late
3. Ordered more than one size
4. Poor quality / faulty
5. Doesn't fit properly
6. Doesn't suit me
7. Incorrect item received
8. Parcel damaged on arrival

All returns & exchanges must be accompanied by a returns form. Please complete the form above and print out & include in with your return package. Please note, you are responsible for return postage, and we recommend that items are returned via registered mail. We recommend using a padded & secure mail bag; damaged or lost items cannot be refunded or replaced. Please retain your proof of postage until we confirm by email that we have received your goods.

To be eligible for a refund or exchange the goods must be unworn, in the same condition as received, in original packaging & returned within 14 days of purchase. Please note we cannot offer refunds for earrings or custom pieces, unless there is a fault. In the case of an exchange / refund we will not reimburse the original or return shipping charges. Please read our returns information in full before making a return www.djuna.co.uk/returns.

Please return to:

**Djuna Studios
117 High Street
Farnborough
Orpington
Kent
BR6 7AZ**