



RETURN POLICY

RETURNS AND EXCHANGES- Items can be returned for an exchange or refund within 30 days of receiving it. All Goods must be returned in their original packaging and in the condition in which you received them. **Unfortunately we cannot accept returns of earrings and body jewellery for hygiene reasons.**

When returning items we strongly recommend that you send via Royal Mail Special Delivery and obtain a proof of postage. We cannot accept responsibility for parcels lost in transit.

Please note that you will be responsible for the costs of returning the items to us unless we delivered the item to you in error, or if the item is damaged or faulty. We are under no obligation to collect or recover goods from you, but if we do, our costs will be payable by you.

We will issue you a full refund as soon as the goods have been returned, provided that they are in their original condition. All goods must be returned in their original condition and you must include proof of purchase e.g order confirmation or despatch note, along with your items in order to return them in store.

Please contact us at **01259 724 265** with any queries or email us at **dunbarjewellers@btconnect.com**



Got a question regarding your return? Call us on +44 (0) 1259 724 265

RETURNS FORM

PLEASE COMPLETE AND ENCLOSE WITH YOUR RETURN

ORDER NUMBER

NAME

Reason Codes- **(1)** Doesn't suit me **(2)** Incorrect Item received **(3)** Too Big **(4)** Too Small **(5)** Faulty **(6)** Other

PRODUCT NAME

SIZE

REASON CODE

PRODUCT NAME	SIZE	REASON CODE



RETURN ADDRESS
DUNBAR THE JEWELLERS
39 MILL STREET
ALLOA
CLACKMANNANSHIRE
FK10 1DW



JUST REMEMBER
RETURNS MUST BE
MADE WITHIN
30 DAYS
OF RECEIVING
YOUR ORDER