



MICHAEL ARTHUR®

Returns Form

Step 1

Ensure all of the conditions in our returns policy are met.

Step 2

Complete the form below and return to:
Michael Arthur
236 Oxford St,
Paddington NSW 2021

Step 3

Once your item is received you will be emailed a credit code to use on your next purchase.

Order Number: _____ Name: _____

Item Name	Ready to Wear or Custom Made Piece?	Reason Code	Reason for return
			<ol style="list-style-type: none">1. A resize is required2. Smaller than expected3. Larger than expected4. Faulty5. Change of mind6. Other (Please elaborate in comments section)
Comments:			

Conditions for returning items:

- The item/s are in their original conditions: Unworn, not altered, scratch free and/or damaged.
 - The item/s are in their original packaging including the original Michael Arthur ring/bracelet/earring/necklace box and exterior case.
 - Your order is returned to us within fourteen (14) days from your delivery date (30 for international customers).
 - Your Returns Form is completed with all the details required and included with your item
- Return shipping is at the customer's expense. We recommend obtaining a copy of your return tracking information, as we do not accept responsibility for items that are lost or damaged in transit.
- We do not offer exchanges. However, we will provide a store credit to purchase another item.
 - Store Credit is valid for 6 months and will be emailed as an online gift card to the same email address as you provided on your order.
 - We are unable to process store credits until your item is received and has been inspected by us.
 - We do not refund or add credit for cost of return postage. We inspect all return items upon receipt. Unless the product is faulty, if your returned goods are assessed as having been worn, damaged, altered, tags removed, or otherwise returned outside of the stipulated time frame, we will notify you of this assessment and the goods will be returned to you.
 - Returns for a resize of a ring one to two (1-2) sizes up or down will be accepted. Any smaller or larger will mean the ring will have to be remade and this is not covered under the 'Free Resizing' offer.
 - We cannot resize eternity rings or any ring that contains diamonds all the way around as these will need to be remade.

For our full Returns Policy please visit www.michaelarthur.com.au

If you have any further questions please contact us at eboutique@michaelarthur.com.au