



Need to return your item? You're in the right place! We understand from time-to-time returns may need to be processed so please follow the simple steps below to be on your way for a refund:

1. Fill out ALL boxes in the form to the right, failure to do so may result in your order not being identified and your refund not being processed. We will especially need your **full name** and **order number** to be able to find you!
2. Package up your unworn, undamaged jewellery within' **14 days of receiving your order**, in its original packaging to our returns address:

Naked Palm Returns  
153 Duchy Drive  
Preston  
Paignton  
TQ3 1EW

### And OH! don't forget to slip in this form too.

Once we have received your return, we will issue your refund to the original payment method. Please be patient this can take a few working days to process.

If you have any queries or concerns regarding your return, please contact us on: [hello@nakedpalm.co.uk](mailto:hello@nakedpalm.co.uk)

NAKED PALM

@nakedpalmjewellery | [nakedpalm.co.uk](http://nakedpalm.co.uk)

Order name*	Order number *	Reason for return	Refund, Gift voucher or Exchange
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Please note we only offer an exchange service on rings of the same design to change the size only. We cannot offer a new design/ jewellery piece from the original order as an exchange.

When exchanging your order please confirm the following:

- 🌴 You are wanting the same ring design just in a different size
- 🌴 Please provide the new ring size you wish to receive
- 🌴 Please confirm the address for the exchanged item to be sent to if it differs from the original order address

New ring size	Exchange postal address if different from original order
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We currently do not offer exchanges on none-ring items and recommend you return your order for a refund and reorder the new item you wish to receive. If you're returning your item due to a fault or defect please state so in your 'Reason for Return' box and please instruct further whether you wish for a 'Refund', 'Exchange' or 'Gift Voucher' in the 'Refund, Gift Voucher, Exchange' appropriate box.

We recommend returning your item via a Recorded Delivery service to ensure it reaches us safely. We are not responsible for any items lost in the post, therefore we enthuse protecting yourselves with a trackable delivery service.

Please consider the delivery costs for returning your item is at the expense of the customer and is non-refundable.