



RETURNS

All full priced items must be returned within 30 days of original purchase and all non-full priced items must be returned within 14 days of original purchase.

To return an item, simply email jessicasteelstudios@gmail.com requesting an RAN (Return Authorisation Number), and follow the steps below. This return policy does not affect your statutory rights.

Purchases must be returned to us exactly as they arrived with you. Please ensure that items are sent back to us in their original packaging, with fragility considered, along with proof of purchase and a clearly written RAN number provided by Jessica Steele Studios Ltd.

Please note that there are no refunds or exchanges for commissioned bespoke pieces, engagement rings or wedding bands. However, if the item is found to be faulty, Jessica Steele Studios Ltd reserves the right to repair the item first or re-make the item for you.

The cost of return postage is covered by the customer.

HOW TO MAKE A RETURN

Safely package up your item using the original packaging and box, and write your Return Authorisation Number clearly on the front of the packaging.

Make sure you include the following paperwork:

Your original purchase receipt

Your RAN and reason for return written on returns section of your invoice



Send your return to the address below. We advise that you send your return through a tracked and insured delivery service such as Royal Mail Special Delivery, as we do not accept responsibility for items lost or stolen in transit. Please retain your proof of postage and let us know how much the postage cost so we are able to refund your postage costs quickly and easy.

Your refund will be issued within 3-5 days of your item being received at our studio. The full amount of goods purchased will be returned to the same payment method used to make your original purchase. If there are any problems with your refund, we will contact you directly.

PLEASE SEND RETURNS TO:

Jessica Steele Studios Ltd

Saddler's House, Pontefract Lane,

Leeds

LS9 0PX

EXCHANGES

Exchanges are possible within 30 days of original purchase, and only if products are available. Exchanges will be dispatched once the returned item has been received in the appropriate condition. Please note that there are no exchanges for made to order items (bespoke commissions, wedding and engagement rings)

