



## Rosie Priestley

JEWELLERY

### **Returns**

I hope you love your Rosie Priestley jewellery but if you'd like to return something it couldn't be simpler. Please email me with your name, address, order number and reason for return and I'll send you a pre-paid returns label. For me to be able to process a refund, your items must be returned in their original packaging and unworn condition within 14 days of receipt. I'm able to accept returns on earrings if they're returned unworn.

I cannot accept returns on personalised or made-to-order items unless they were received faulty. Anything I consider to have been damaged by misuse cannot be refunded.

### **Refunds**

Upon receipt of the items, you will be credited with the cost of the goods minus the return delivery charges. I endeavour to process returns as quickly as possible but please allow up to 14 days for your refund to be issued. Refunds will be credited to the original payment method.

### **Faulty items**

If your Rosie Priestley jewellery item is faulty you must contact me within 7 days of receipt and I will replace or repair it upon its return. If I no longer produce the item I will offer a full refund. Unfortunately, anything I consider to be damaged by misuse cannot be replaced or refunded.

