



**FREEFORM JEWELLERY**

LONDON

## RETURNS FORM

Please print out this form and include this in the parcel with your return.

On the back of the package please write your address in case delivery was not possible.

FFJ Returns Dept  
44 Wentworth Street  
Spitalfields  
London  
E1 7TF

Date:	
Name:	
Address:	
Email:	
Telephone Number:	
Order Number:	
Item/s:	
Reasons for Return:	
Please select one of the following:	<input type="checkbox"/> Refund <input type="checkbox"/> Exchange <input type="checkbox"/> Repair

Tel: 020 7288 1664 | Email: [info@freeformjewellery.com](mailto:info@freeformjewellery.com)  
[www.freeformjewellery.com](http://www.freeformjewellery.com)



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# RETURNS FORM

## Instructions

### Returning an item

- 1) Until the item reaches us, it remains the responsibility of the customer, we are not responsible if items are damaged, stolen or lost in transit. We recommend that all returns are securely packaged and sent by recorded delivery with proof of posting.
- 2) Please write your return address on the back of all packages addressed to us, so that the package may be returned to you if delivery was not possible.
- 3) Returns are to be sent with a completed returns form, original invoice and in their original packaging and tags.
- 4) Uncompleted returns form may result in a delay in processing your refund or exchange.

### UK Returns

We recommend using **Royal Mail Special Delivery**, the package is tracked and signed for on delivery and insured up to £500.

**Royal Mail Signed For**, the package is tracked and signed for on delivery but the package is NOT insured.

### International Returns

If you are returning items from outside of the EU, you will need to complete a customs declaration form describing the goods as "**Returned Goods**" with no commercial value.

We are not responsible for paying international customs duties and sales taxes for returned items outside of the EU. If custom forms are completed incorrectly they may be held up at customs and returned to sender.

Please clearly mark the outside of the package with "**Returned Goods.**"

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