

Size Adjustments



We are committed to helping you get the right fit for your bracelet or necklace. Not every product can be adjusted, but we will do our best to get you the right fit.

Your name: _____
Address: _____

Phone number: _____
Email address: _____

The adjustment needed

Product name: _____
Shipment date: *(when we sent it to you)* _____

Please check the current webpage in our online shop, to check that it is possible to make a size adjustment
If so, how much would you like us to add or take away from the current size? (e.g. remove 2 beads)

Do you need to pay for the size adjustment?

- Submitted for a FREE OF CHARGE adjustment under the "30 Day Love It Guarantee."
We just ask you to cover the postage costs.
- | | | |
|-------------------------|---------------|-------|
| Return postage charges: | UK | £2.50 |
| | Europe | £3.99 |
| | Rest of World | £5.99 |
- It's been longer than 30 days. I would like a chargeable size adjustment. (£10.00 plus return postage)
- | | | |
|-------------------------|---------------|--------------------------------------|
| Return postage charges: | UK | £2.50 + £10.00 resizing fee = £12.50 |
| | Europe | £3.99 + £10.00 resizing fee = £13.99 |
| | Rest of World | £5.99 + £10.00 resizing fee = £15.99 |
- I don't think that my bracelet or necklace is the size that I ordered.
Please send it in. We'll check it against your original order. If we got it wrong, we'll fix it.
If it was made correctly, we'll get in touch to see if you would like a chargeable size adjustment.
(Claim must be made within 30 days of shipment date. All adjustments will be chargeable after that.)

Next steps:

- Make a PayPal payment to the following email address (if needed): **tanya@butlerandgrace.co**
In the notes section, please include your Surname, Product name, and "Size adjustment"
Date of payment: _____
- Package your product securely and send it to us, using a postage service that requires a signature.
We can only take responsibility for your product once it has arrived with us.
(If it does not arrive, you will need to make a personal claim with Royal Mail for your lost item.)
Please send it to:
Size Adjustment, Butler & Grace Ltd, 17 Coleshill Place, Milton Keynes, MK13 8DG, United Kingdom

Please allow 14 days (UK) or 21 days (other countries) to receive your item back.
If you have any questions in the meantime, please email us at hello@butlerandgrace.co