

Style Adjustments



We understand that it can be hard to know whether a style is right for you, until you try it on.

As part of our 30 Day Love It Guarantee, if you would like to have a different style, we will try to help. Just use this form to tell us which product you prefer, and make sure to send us the current one back within 30 days of the original shipment, in new unworn condition. We just ask you to cover the postage.

If we can attach your custom charm to the new style (of equal or lesser value), we will make the swap for NO ADDITIONAL CHARGE. If the new design costs a bit more, just pay us the difference. If your current charm is not compatible (size / shape), we will charge just £17.50 to prepare a new custom charm. (If you have any questions, just email us on hello@butlerandgrace.co)

Your name: _____
Address: _____

Phone number: _____
Email address: _____

Existing style:
Product name: _____
Shipment date: <i>(when we sent it to you)</i> _____
Original price: _____

New style:
Product name: _____
Colour: _____
Size needed: <i>(remember to check the options on the new style)</i> _____
Price: _____
Is a new custom charm needed?
<input type="checkbox"/> No, I think it's compatible (please email us on hello@butlerandgrace.co if you would like us to check)
<input type="checkbox"/> Yes. Please create a charm with the same text, in a layout that works on the new style. (£17.50 charge)
<input type="checkbox"/> Yes. Please make a new tag with the following adjustments (£17.50 charge)

Payment needed:	
£ _____	Difference in product price
£ _____	New / adjusted charm needed
£ _____	Return postage -- please select as appropriate:
	UK £2.50
	Europe £3.99
	Rest of World £5.99
£ _____	Total

(continued on next page ...)

Next steps:

- Make a PayPal payment to the following email address: **tanya@butlerandgrace.co**
In the notes section, please include your Surname, Product name, and "New Style Requested"
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:
New Style Request, 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