

REPAIR FORM

Name							
Email					Tel No		
Return address							
			Postcode				
Original purchase order no							
Description of item							
Ring size							
Please circle:	REPAIR		MANICURE		OTHER - please describe below		
Additional information:							

Please complete and enclose one form per item. Package your jewellery safely in its original packaging or other sturdy packaging and return to the address below using a tracked & insured postal service. Keep your tracking number.

UK CUSTOMERS: we recommend using Royal Mail Special Delivery for fast & insured, safe delivery.

INTERNATIONAL CUSTOMERS: Please ensure you correctly mark the customs label '*Returned Goods*' (not repair) to avoid additional charges. In the instance that an item is incorrectly marked and a customs fee is incurred, this may be passed on to the customer. This may also delay the returns process.

Once your repair has been received and assessed, we will be in touch to discuss the work required and any cost involved. Please note we cannot give exact repair cost quotations prior to receiving your jewellery. Any estimates are just a rough guide. Payments for chargeable repairs can be made by card or PayPal. Faulty jewellery will of course be repaired or replaced free of charge. Please see our website for more information: www.tessametcalfejewellery.co.uk/pages/terms-and-conditions

Manicure: We offer a free manicure service within the first year of purchase, you only have to pay for return postage to you. This complimentary service is available exclusively to jewellery bought directly from us, not through other shops, platforms or third parties. A small service charge and return postage are applicable thereafter.

Disclaimer: We cannot take responsibility for any damage to fragile gemstones during the repair process. Hairline fractures or delicate stones may accidentally shatter during the repair process. In the unlikely event that this will happen, we will of course do our best to replace stones but may have to charge for this. Sadly we are unable to guarantee we can source the exact same natural gemstone but we'll do our best.

Tessa Metcalfe Ltd. does not accept any responsibility for any items lost, stolen or damaged in transit.

Tessa Metcalfe Ltd.
Customer Service
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