



TESSA METCALFE
JEWELLERY

RETURN FORM

Order No

Name

Email

Tel No

Description of item(s)

Reason for return

PLEASE NOTE WE ARE UNABLE TO OFFER EXCHANGES

Need a different ring size or prefer a different item?

In order to serve you most efficiently, we do NOT offer exchanges. Instead, you'll get the right size or preferred item fastest if you simply place a second order and once we receive your original order return, we'll issue a refund.

How to Return:

Pack your order safely in its original packaging and enclose this completed Return Form.

Post back to Tessa Metcalfe London at the address below using a tracked & insured postal service.

Ensure you keep a record of your tracking number.

Any return postage cost is the customer's responsibility.

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

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

INTERNATIONAL CUSTOMERS: please ensure you correctly mark any customs label '*Returned Goods*' to avoid additional charges. In the instance that an item is incorrectly marked and a customs fee is incurred, this may be passed onto the customer and deducted from your refund. This may also delay the refund process.

All jewellery returned for refund must be unworn and in perfect condition.

We will issue a refund upon receipt. You will receive a refund notification email.

If you are returning a gift, we can issue online credit to the value of the item.

Please see our website for more information: www.tessametcalfjewellery.co.uk/pages/terms-and-conditions

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