



CHUPI

Chupi Client Services

We trust you will be happy with your beautiful new Chupi piece. We offer a range of both complementary and supplementary jewellery services to all Chupi customers. Should you wish to avail of any of these services, please fill in this form in full and return it to us, together with your piece.

In an effort to be as sustainable as possible, please return your piece to us in the travel pouch provided and sealed in a small padded envelope together with this form. Please do not return any original packaging that may be of sentimental value. All Chupi services should be returned in Chupi travel pouches only.

For information regarding our full suite of complementary and supplementary services, please refer to our Services and Returns Terms and Conditions on our website: chupi.com, or contact our Customer Care Team at care@chupi.com before returning your piece(s) to us.

PLEASE NOTE: Services cannot be actioned without this form.

Please use block capitals to complete the form.

Order No:.....

Name:.....

Email address:.....

Return address (inc Postcode):.....

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Telephone Number:.....

Piece(s):.....

Service

Please indicate your request:

- Repair Request Alteration/Resize Assessment
 Annual Engagement Ring Service

Necklace/Bracelet:

Current Length..... Desired Length.....

Ring:

Current Length..... Desired Length.....

If you are unsure of the ring size or chain length you require, please reach out to our care team at care@chupi.com or visit us in store.

Comments.....
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Exchange or Return

Please note, only pieces returned to us in saleable condition and within 30 days of receipt or delivery will be accepted for exchange or return.

Please indicate your request:

- Exchange Refund

In order to improve our service, please let us know the reason for your request.

- I changed my mind Not as pictured
 Incorrect piece or size Unwanted gift

Comments.....
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Please note, if you received a diamond certificate with your piece this must be included for your refund /exchange/alteration/repair to be processed. We advise all our customers to return their pieces only through trackable, registered post. We cannot accept responsibility for items undelivered.