



Orelia Ltd, 2 Station Approach, Worthing, West Sussex, BN11 1UR

TEL: 01273 675556

info@orelia.co.uk www.orelia.co.uk

RETURNS FORM

If you are not completely satisfied with your order, you can return it for a full refund or exchange within 28 days*, providing the goods are returned unworn and in their original packaging.

We cannot exchange or refund earrings, unless faulty. Please do not send them back to us.

If you have any queries regarding your order, or your product is faulty, then please contact our customer service team on info@orelia.co.uk

YOUR ORDER NUMBER: _____

PRODUCT CODE	REFUND/EXCHANGE	REASON FOR RETURN

To return or exchange your purchase:

1. Pop the item(s) in their original packaging and into a padded envelope
2. Fill in the above returns form and enclose it in the envelope. Remember to include your order number
3. Stick the returns address label (below) onto your parcel and send back to us from your nearest post office

*We would recommend sending your package to us by recorded delivery. Your refund or exchange will be processed within 2 working days of receiving it. We will only reimburse delivery fees paid on faulty items. Any refund amount will be credited to your card which you used for payment. Our full returns policy can be found on the Delivery & Returns page on our website. This does not affect your statutory rights.

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Orelia - Returns 21 Hambridge Trading Estate Willowbrook Road Worthing West Sussex BN14 8NA United Kingdom
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