

BRAMWELLS Returns & Exchange Form

We want you to be 100% happy with everything you buy from us, so if you find that something doesn't fit or is not suitable you can return the item(s) for a refund or exchange, please fill in the form below to help us get it right in the future. Items must be returned within 7 days of receipt of your order for a full, no quibble refund (excluding our postage costs). Items must be received by us in perfect and unused condition, in their original packaging and must be accompanied by this form. We will accept returned items to be exchanged up to 30 days from the date your order was despatched. If you'd like help to decide what size or style to choose in order to exchange please give us a call on **0191 3845793**.

Your Name: _____

Invoice Number: _____

BW00 _____

Date of Purchase: _____

Returned Items

QTY	Reference No.	Brief Description	Return Code

Returns Codes

- R1. Do not like the style
- R2. Too big
- R3. Too small
- R4. Ordered more than one size for comparison
- R5. Not as expected from photo / description
- R6. Arrived too late
- R7. Incorrect item sent (not what I ordered)
- R8. Not happy with the quality*
- R9. Faulty*
- R10. Other*

*Please tell us more

Ordering Items in Exchange

You can reserve your exchange items over the phone by calling us on **0191 3845793**, we can also give you any fitting or style advice you may need to ensure you get the most from your chosen items at the same time. In the case of exchange of size we will send the items out again to you at no additional cost. For an exchange of product we will need charge you for postage and packaging, as this will mean the creation of a new order. Please complete the form below (and tick the reserved box if you've called us to reserve your items).

QTY	Reference No.	Brief Description	Size	Colour	Price per Item	Total Price	Reserved

Please tell us where we should deliver your exchange items:

 _____ Postcode: _____

Daytime Phone No. (Mon - Sat 9am - 5.30pm): _____

We will automatically refund any credit back onto the card you used for your original order. However, as we do not store your details, should you wish to exchange for a more expensive item we will need to take your card details again to take any extra payment. Please provide a daytime phone number opposite so that we can contact you to do this. Alternatively, you can send us your card details via our secure email address:

admin@bramwellsjewellers.co.uk

Please note that we do not accept responsibility for returned goods until they have been received by us and accounted for. Therefore we advise that you return parcels to us using a 'signed for' service (such as Royal Mail Recorded Delivery or Special Delivery - which includes insurance), although this is at your discretion.