

## Returns Form

Please print and sign this form and include it with your return.

Name: \_\_\_\_\_

Email address: \_\_\_\_\_

Order number: \_\_\_\_\_

Reason for return: \_\_\_\_\_

Item(s): \_\_\_\_\_

Action: Refund / Exchange for: \_\_\_\_\_

\_\_\_\_\_

I confirm that the enclosed earrings/body jewellery have **not been worn or tried on** and I have not attempted to put them through a piercing.

Signed \_\_\_\_\_

Date \_\_\_\_\_

\_\_\_\_\_

## Return Instructions

Please remember that as all items are **legally your responsibility** until they are received so you don't want anything getting lost or damaged in the post. We strongly advise that you use a tracked and insured service.

All items should be packed in a padded envelope as jewellery will work it's way through plain paper, you should be able to use the one your order arrived in.

Return address:  
Serenity  
PO Box 1085  
Ipswich  
IP1 9DH  
United Kingdom

Your local post office will provide the appropriate customs declaration form. Please clearly mark both the outside of the package and the customs declaration with "**RETURNED GOODS - FAILED SALE**". Failure to do so could result in the package being refused entry into the UK and being returned to you.