

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.

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.

Please take your return to the Post Office so it can be weighed and measured. Packages over 5mm thick in any place are classed as large letters, over 25mm thick are parcels, so a standard letter rate **1st or 2nd class stamp is not enough postage** and may result in a fine and/or the package being returned to you.

Return address:

Serenity
PO Box 1085
Ipswich
IP1 9DH

Postage options

Special Delivery is the option we recommend. It is tracked, signed for on delivery and insured up to £500. Next working day delivery before 1pm is guaranteed.
Likely cost: £6.45

Signed For gives you a tracking number and is signed for on delivery but there is no insurance cover for jewellery.
Likely cost: £1.86 for 2nd class or £2.08 for 1st class

You can read more about Special Delivery and Signed For on the Royal Mail website with a full list of Royal Mail services and prices here: <http://www.royalmail.com/price-finder>