

IMPORTANT INFORMATION

If for any reason you change your mind about your purchase you can return the item to us within 14 days of receipt for a refund or exchange. The item must still have the tag attached and be unworn and returned in the same condition as received.

Unless the item is faulty, we are unable to refund or exchange personalised items or items made to your specification including rings that have been sized.

Please see next page for return terms and conditions

Order Number ----- Date Delivered -----

Name -----

Address -----

Post Code -----

Product Code	Reasons for Return

Please be aware you are responsible for the cost of returning the item to us. We recommend Royal Mail Special Delivery which includes proof of delivery along with insurance (you must specify the correct cover). Please retain your proof of postage until you have received your refund.

Return items to the address below:

✂-----

RETURNS
Levins Fine Jewellery
30 Upper Parliament Street
Nottingham
NG1 2AG

RETURNING GOODS

If for any reason you change your mind about your purchase from www.levinsfinejewellery.co.uk you can return the item to us within 14 days of receipt for a full refund or exchange. The item must still have the tag attached and be unworn and returned in the same condition as received. We may refuse a refund if the item has been damaged, worn or if the tag has been removed.

Earrings

Unfortunately for hygiene reasons we cannot accept returns of earrings if the tamper proof packaging has been opened.

Personalised/Bespoke Items

Personalised items or items made to your specification including rings that have been sized cannot be returned for a full refund. This does not affect your statutory rights.

Postal Returns

Items may be returned by post using this returns form to the following address:
Levins Fine Jewellery, 30 Upper Parliament Street, Nottingham, NG1 2AG
A copy of the returns form can be downloaded from our website.

Please ensure the item is packaged in a way that ensures no damage is caused. Damage caused by insufficient packaging may void any rights you have to take advantage of our refund or exchange policies.

Please be aware you are responsible for the cost of returning the item to us. We recommend Royal Mail Special Delivery which includes proof of delivery along with insurance (you must specify the correct cover). Please retain your proof of postage until you have received your refund.

In Store Returns

You can return the item in person to our Nottingham store at 30 upper parliament street Nottingham NG1 2AG.

Payment will be refunded within 14 days using the same payment method that you used when ordering the goods.

Damage or customer negligence voids any rights you have to take advantage of our refund or exchange policies. If you return goods to us that are outside of our returns policy, we will not refund you and the item will be returned to you at your expense. If the item is returned again or you refuse to accept delivery, this will be deemed to be an irreversible instruction for us to dispose of the goods as we see fit without further notice.

These terms and conditions do not affect your statutory rights.

For more information please visit: www.adviceguide.org.uk