

Return Request Form

When returning your jewellery to us, please ensure that you complete as much of this form as possible. Once completed, securely package your item(s) in a parcel with this form **and your proof of purchase**. Send your return back to us using a prepaid return label that you can download from visiting <https://www.royalmail.com/track-my-return/create/3437>.

Contact Details

Full Name	
Email Address	
Phone Number	
First line of address	
City	
County/ State	
ZIP/ Postal Code	
Country	

Purchase Details

Reference Number WEB, ENG, EXE, REP, REE,STO	
Purchase Location	☐ MV Website ☐ MV Boutique ☐ Concession (Selfridges, Harrods, Liberty's, Harvey Nichols) ☐ Other:
Purchase Date	
Original Purchaser	
Item(s) Details	

Return Reason

☐ Refund ☐ Exchange ☐ Repair ☐ Ring Resize to Size

If returning for exchange, we'll send an exchange Voucher with the value you paid to the email entered above so you can place an order for the new piece at your own convenience, by visiting www.monicavinader.com or one of our boutiques.

For repairs, please tell us what's wrong with the piece by circling the issues below:

If your piece is covered under your 5 Year Warranty, then there will be no charge for the repair service. For any purchases outside of warranty or without proof of purchase, a small charge will apply. A member of the team will be in touch to take payment.

General Damage: ★ Plating Worn ★ Scratched ★ Misshapen	Engraving Issue: ★ Incorrect ★ Faded	Stone Damage: ★ Loose ★ Lost ★ Cracked	Other (give brief notes):
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Our Repairs Service can take up to 10 weeks. To save you from waiting this time, we'll send you a brand new piece if it's in-stock. Your old piece will then be recycled as part of ongoing commitment to sustainability. If you'd rather keep the original

piece and wait the repair time, please tick here: ☐

Monica Vinader Ltd.
Unit 3, Victoria Industrial Estate
Victoria Road
London
W3 6UU
Vereinigtes Königreich

Customs Procedure
CPC 6323FO1
British Goods Return

From:

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