

## 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

<b>Reference Number</b> WEB, ENG, EXE, REP, REE,STO	
<b>Purchase Location</b>	<input type="checkbox"/> MV Website <input type="checkbox"/> MV Boutique <input type="checkbox"/> Concession (Selfridges, Harrods, Liberty's, Harvey Nichols) <input type="checkbox"/> Other: ..... .....
<b>Purchase Date</b>	
<b>Original Purchaser</b>	
<b>Item(s) Details</b>	

### 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.monicaivader.com](http://www.monicaivader.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.

<b>General Damage:</b> ★ Plating Worn ★ Scratched ★ Misshapen	<b>Engraving Issue:</b> ★ Incorrect ★ Faded	<b>Stone Damage:</b> ★ Loose ★ Lost ★ Cracked	<b>Other (give brief notes):</b> ..... .....
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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.  
Holkham Studios  
Longlands, Holkham Park  
Wells-Next-The-Sea  
Norfolk  
NR23 1SH  
United Kingdom

Customs Procedure  
CPC 6323FO1  
British Goods Return

From:

