



Returns Form

Contact Details

Order No. _____ Address _____

Name _____

Email _____

Tel No _____ Postcode _____

If you change your mind within 28 days of receiving your order, you may return items for an exchange or refund.

Contact details must be completed to process your return.

Fees:

Refunds incur a £2.95 returns fee, deducted from your total.
Exchanges incur a £4.95 postage charge to send the new item to you.

For further information please see the Returns section of our website:

www.anniehaakdesigns.co.uk/returns

If your jewellery needs some TLC then we offer a repair and restringing service. Please download our Repairs form which can be found on our website :

www.anniehaakdesigns.co.uk/repairs

Reason Codes			
Too small	1	Too dainty	3
Too big	2	Too chunky	4
Ordered wrong item	5	Not as expected	6
Faulty	7	Poor quality	8

Item Name	Reason Code	Refund	Exchange
		<input type="checkbox"/>	<input type="checkbox"/> New Size:
		<input type="checkbox"/>	<input type="checkbox"/> New Size:
		<input type="checkbox"/>	<input type="checkbox"/> New Size:
		<input type="checkbox"/>	<input type="checkbox"/> New Size:
		<input type="checkbox"/>	<input type="checkbox"/> New Size:
		<input type="checkbox"/>	<input type="checkbox"/> New Size:

How to return - UK

- Complete and enclose this form with the items you are returning
- Create your returns label/QR code: <http://www.royalmail.com/track-my-return/create/1149>
- If you are returning multiple orders, please choose one of the order numbers to complete the form (**No printer? Please present the QR Code to the post office or book a free collection with Royal Mail following the above link; they'll bring the label to you!**)
- Attach the label or present the QR code at the Post Office
- Keep your proof of postage.

How to return - International

- Complete and enclose this form with the items you are returning
- Return postage is the sender's responsibility
- Mark the customs form as RETURN and keep the proof of posting
- Return address: Annie Haak Designs, 2 Ridgeway Park, Bedford Road, Petersfield, GU32 3QF, UNITED KINGDOM