

ORDER DATE	ORDER NUMBER

Please fill in this form if you would like to exchange or return an item purchased from our website, enclosing it with your order in its original condition, along with the original despatch note and packaging. If exchanging, please provide item codes in the additional comments section and we will contact you to arrange your exchange. Refunds and exchanges can be requested within 30 days of the receipt of goods.

QTY	ITEM CODE	DESCRIPTION	REFUND/EXCHANGE	RETURN CODE	CODES FOR RETURN
					1. Looks different to image on site 2. Product description incorrect 3. Item of poor quality 4. Item received faulty 5. Doesn't fit properly 6. Doesn't suit me 7. Incorrect item received 8. Parcel damaged on delivery 9. Other (please specify below)

Additional comments:

Original payment type (please tick):

- ☐ Debit/credit card
 ☐ Gift card
 ☐ Claims service card
☐ V12 Finance
 ☐ PayPal
 ☐ Other

RETURN TO A SHOWROOM

The easiest way to exchange or return an item purchased online is through our showrooms (excluding airports).

Please note, orders paid for using PayPal, PayPal Credit or V12 Finance cannot be processed in a showroom. For these orders, the showroom will return it to our Distribution Centre, free of charge, to be processed.

OR

RETURN VIA POST

Alternatively you can arrange your own return via courier or Post Office. Please make sure that your parcel is insured to cover the value of the contents.

Return address:

GSW, 2 Elland Road, Braunstone, Leicester, LE3 1TT

Unfortunately we cannot accept returns of earrings or cleaning products if the tamper proof packaging has been opened. We also cannot accept returns of items that have been engraved, personalised or altered. This does not affect your statutory rights.

Our customer experience team is here to help you with any questions you might have. For more information, please visit <https://www.goldsmiths.co.uk/i/Here-to-help>.

For showroom and Head Office use only.

SHOWROOM #	DATE OF VISIT