

ORDER NUMBER	RETURNS AUTHORISATION NUMBER *

* For returns over the value £1,000, please call customer service on 0800 111 4524 for a returns authorisation number.

Mappin & Webb
LONDON

ONLINE ORDER EXCHANGES AND RETURNS FORM

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 can be requested within 14 days of the receipt of goods, and exchanges within 30 days from the receipt of good.

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
☐ Interest free credit
 ☐ PayPal
 ☐ Other

RETURN TO A SHOWROOM

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

Please note, orders paid using PayPal or Interest Free Credit cannot be processed in a showroom.

Our showrooms will arrange for your items to be securely sent free of charge to Head Office for processing.

OR

RETURN VIA POST

Alternatively you can visit your local Post Office to arrange sending your order back to our Head Office.

Please send to:
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 with any questions you might have. Call us Monday to Friday, 9:00am - 4:00pm on 0800-111-4524

For showroom and Head Office use only.

POSTAGE #	PARCEL #	SHOWROOM #	DATE OF VISIT