

## Online Order Returns and Exchange Form

Please complete our returns/exchange form below and enclose it with your order in its original condition and packaging along with your original receipt/order confirmation. If exchanging, please provide details and codes in the additional comments sections and we will be in touch to arrange your exchange. Please ensure your order is returned in line with our returns policy -14 days from delivery/in store purchase for a refund or 28 days from delivery/in store purchase for an exchange.

ITEM	REFUND/EXCHANGE	REASON CODE

CODES FOR RETURN
1. Unsuitable 2. Faulty 3. Incorrect Item

### PAYMENT METHODS

- Credit/Debit Card
- Finance Agreement
- PayPal
- Other \_\_\_\_\_

### HOW TO RETURN



#### **Return Instore**

Visit us at 4 Argyll Arcade, Glasgow, where our team will process your exchange or return.

**OR**

### ADDITIONAL COMMENTS

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#### **Return Via Post**

Alternatively, you can send us your order using the address below. You must ensure that the item returned is in an unused condition and in its original packaging. Please note, return postage is payable by the customer and must be sent tracked and signed.

For hygiene reasons, we are unable to accept returns of earrings. We also cannot accept return for items that have been altered, engraved or customised in any way. This does not affect your statutory rights.

Please contact us should you have any queries at [info@mcgowansjewellers.com](mailto:info@mcgowansjewellers.com)