

Return to:

**ONLINE CUSTOMER SERVICES
24 PARK ROAD
UXBRIDGE
MIDDLESEX
UB8 1NH**

Order Reference Number:
Name:
Contact Details:

Need to Return Something?

Please follow these instructions within 30 days of receiving your order. Personalised and specially ordered items are excluded – if such items are ordered, your invoice will be clearly marked as non-returnable.

Complete this return form and enclose it with the item(s) in their original condition and with all packaging.

In the unlikely event you receive incorrect or faulty goods, please contact us immediately at onlinesales@fhinds.co.uk or on 01895 201040 (option 2) so we can resolve the matter as quickly and efficiently as possible.

Need a Different Ring Size?

Please use Return Code 2 below and clearly state which ring size you would like instead. If the new ring size is not available or possible, we will contact you via email/phone. All rings must be returned in saleable condition.

Please note:

- We only exchange ring sizes ONCE free of charge after purchase – further exchanges are chargeable
- Your free size exchange includes any size within our standard size ranges (J-S for ladies rings and R-Z for men’s rings); sizes outside these ranges may be subject to a Bespoke Item Charge

Product SKU	Return Code	If Return Code 2: New Ring Size?	If Return Code 3: Refund or Replacement?

<p>Return Codes:</p> <p>1 – Change of mind 2 – Wrong ring size 3 – Incorrect or faulty item received</p>
<p>Additional Comments?</p> <p>.....</p> <p>.....</p> <p>.....</p>

Return to an F.Hinds Branch

- Pop into any of our 115+ branches across England & Wales with your Order Confirmation email and/or this invoice and staff will arrange a refund or exchange
- To find your nearest branch please head to our Store Locator online: www.fhinds.co.uk/store-locator

Return in the Post

1. Complete this form
2. Replace the item(s) in relevant packaging (e.g. ring box) as well as using the protective outer packaging. If this protection has been discarded please ensure the goods are safely packed - if it damages in transit it may affect our ability to give a refund
3. Post to the ‘Online Customer Services’ address on the front of this invoice. Send to this address only, not to any of our stores. This is not a prepaid label
4. Please ensure you pay enough postage to cover the cost of the contents and safe return of the parcel. Retain proof of postage until your refund has been authorised

All of the above is in addition to your statutory rights. For more information on our Returns Policy please see www.fhinds.co.uk/shopping-with-us/returns-exchanges or call us on 01895 201040 (option 2).