

ACOTIS Returns and exchanges

JEWELLERY

Thank you for your order, We hope you are happy with it.

How to exchange or return your order

Returning an item for an exchange or a refund couldn't be easier.

- Simply complete the form below telling us which item(s) you are returning and whether you require an exchange or refund.
- Please specify the reason code from the 'Return Reason Codes' table below.
- If you would like the exchanged items to be despatched to a different address, please write the address in the 'Alternate Address' box below.
- We supply tamper proof labels with all online purchases of earrings to enable our customers to exchange or refund the items. Acotis Jewellery cannot exchange or refund if there is evidence of the seal having being broken, due to health and safety reasons. This does not affect your statutory rights.

Product Code	Qty	Reason Code	Exchange/Refund		Replacement Item / Comments	Value
			E	R		
			E	R		
			E	R		
			E	R		
			E	R		
			E	R		
			E	R		
			E	R		
			E	R		

Something wrong with your order?

We're very sorry if we have made a mistake! Please email info@acotisdiamonds.co.uk or call us on 01902 742444 and we'll do our best to correct it.

Return Reason Codes	
A. Change Size	E. Faulty Item
B. Change Item	F. Not as Described
C. Changed Mind	G. Order Mistake
D. Unwanted Gift	

Alternate Address
If you would like the exchanged items to be despatched to a different address, please specify the new address here.

You have **30 days** from the **date of despatch** to return your items for either an exchange or refund. Please allow up to 7 days to process your return.

Note: We only accept sale items back up to 14 days after despatch.

You can find our full **Returns Policy**, as well as our **Terms and Conditions** on our website <https://www.acotisdiamonds.co.uk/returns/>

Please return to: Acotis Jewellery, 21 High Street, Tettenhall, Wolverhampton, WV6 8QS

SHOP & SAVE

with exclusive online voucher code

SAVE15

15% off your next purchase

Enter code at checkout to redeem

*Terms and conditions apply