

RETURNS

We want you to be delighted with the jewellery you buy from ANNIE HAAK and therefore, we have a no-fuss returns policy. This means that if for whatever reason you wish to return an item you have purchased; you may return it within 14 days of receipt for a refund or exchange.

All we ask is that:

- The returned item(s) must be unused and undamaged
- All items should be returned in a re-saleable condition, including original box and bag
- The returns note is completed and returned with the items along with proof of purchase

We regret that we are unable to refund items that are not returned in the conditions and time frame stated above and they will be returned to you.

Unless the jewellery is damaged or not as specified on your order confirmation, ANNIE HAAK is unable to accept the return of:

- Pierced jewellery due to hygiene reasons
- Personalised engraved jewellery
- Gift wrapping

HOW TO SEND YOUR PURCHASE BACK:

Simply repackage the jewellery along with the completed returns form below (failure to enclose the form will cause a delay to your refund or exchange)

UK RETURNS

We are pleased to offer free tracked returns on all orders within the UK.

- Attach the Tracked 48 Royal Mail label to the outside of your parcel
- Send via your local Post Office – retaining proof of posting

If the returns label is missing from your order, please contact our customer service advisors on +44 (0)1730 231188 or go to the returns section of our website www.anniehaakdesigns.co.uk/delivery-and-returns/

INTERNATIONAL RETURNS

Simply send to:

ANNIE HAAK DESIGNS,
2 Ridgeway Park,
Bedford Road,
Petersfield, GU32 3QF,
UNITED KINGDOM

DETAILS MUST BE COMPLETED IN ORDER TO PROCESS YOUR REFUND/EXCHANGE.

Simply repackage the jewellery along with the completed returns form (failure to enclose the form will cause a delay to your refund or exchange)

Name: _____	Daytime Telephone: _____
Address: _____	Order Number: _____
_____	Date of Order: _____
Postcode: _____	Email: _____

Reason for Return: (Please choose the most relevant reason and enter in the box below):

- | | | | |
|--------------------|---------------|-----------------------|------------------------|
| 1. Too Small (Fit) | 3. Too Dainty | 5. Ordered Wrong Item | 7. Faulty/Poor Quality |
| 2. Too Big (Fit) | 4. Too Chunky | 6. Not as Expected | |

Order Number (starts #1000)	Item	Reason Code	Refund	Exchange	Exchanging For:

With love from Annie & the team X