

RETURNS FORM

If you are not completely satisfied with your order, you can return it for a full refund or exchange within 14 days of receipt of the jewellery*, providing the goods are returned unworn, with tags intact, and in the original packaging. We cannot exchange or refund earrings due to hygiene reasons, unless faulty. Please do not send them back to us.

If you have any queries regarding your order, or your product is faulty, then please contact our customer service team on: info@astreajewellery.co.uk

PRINT OUT AND FILL IN THE BELOW INFO

IMPORTANT- Include inside your return parcel-

Add your **ORDER NUMBER** _____

PRODUCT CODE	REFUND/EXCHANGE	REASON FOR RETURN

To return or exchange your purchase:

- Pop the item(s) back in all their original packaging
- Fill in the above returns form and enclose it in the parcel. Remember to include your order number
- Stick the returns address label (below) onto your parcel and send back to us

Your refund or exchange will be processed within 10 working days of receiving it. Any refund amount will be credited to your card which you used for payment. Our full returns policy can be found on the Delivery & Returns page on our website. This does not affect your statutory rights. Refunds do not include return postage cost

Important *We would recommend sending your package to us by recorded delivery.

Please cut out and use the below returns address label

RETURNS ADDRESS LABEL

Cut out and attach the address label to the outside of your return parcel

**ASTREA UK
SUITE VO8
DENNIS HOUSE
4, HAWLEY ROAD
HINCKLEY
LEICESTERSHIRE
LE10 0PR**