



## Return/Exchange Form

<b>Our address...Please send here</b> <b>(Via Royal Mail Special Delivery ONLY)</b>	<b>R.D Ltd, 2<sup>nd</sup> Floor, 117 Farringdon Road, London, EC1R 3BX</b>
<b>Time Period</b>	<b>All refunds will be processed upon receipt of the item. Please be aware, it can take up to 7 working days for the money to reach your account. (This is due to banking procedures out of our control).</b>
<b>Your Full Name</b>	
<b>Telephone number</b>	
<b>Email address</b>	
<b>Reason for return</b> <b>(Please leave blank if this is not necessary)</b>	
<b>Reason for exchange</b> <b>(Please leave blank if this is not necessary)</b>	
<b>Item number of product for exchange</b> <b>(Please leave blank if this is not necessary)</b>	
<b>Please state payment method and monies owed/due:</b>  <b>(If money is owed to you then this will be refunded back to the card you originally paid with. If you are exchanging for a more expensive item, please call us or enclose a cheque for the difference with this form made payable to RoyalDiamonds)</b>	



## **Returning your item for an exchange or refund**

<b>How long do I have to return it?</b>	You have 30 days from when you actually receive your item to return it for an exchange or refund. This is provided the item has NOT be worn and is in the identical condition it was received in, along with the original box and all documents it came with.
<b>Where do I send it back to?</b>	Please send the item and all accompanying documents & the presentation box, back to us here – R.D Ltd, 2 <sup>nd</sup> Floor, 117 Farringdon Road, London, EC1R 3BX.
<b>How do I send it back?</b>	Please return the item to us using Royal Mail Special Delivery.
<b>Do I need to return my paperwork?</b>	Please return all documentation, including any diamond certification that you received.
<b>How long will the refund process take?</b>	As soon as we receive your item back, we will process your refund that very same day. However, please be aware that it can take up to 7 working days before the money reaches your account and/or goes back onto your card. This is due to your banks own refund procedures and is out of our control.