

Returns Form - this form must be filled out, and returned with the items and original packaging in order for us to process your returns



T: 0121 233 1299
E: online@feiliu.co.uk
W: www.feiliu.co.uk

INFORMATION

1. Returns must be made within 14 days of invoice date
2. For hygiene reasons, earrings cannot be returned for a refund.
3. Sale items are sold as is and non-refundable. This does not affect your statutory rights.
4. To help us deal with your enquiry accordingly please fill out the form in full.
5. Please return all items with the invoice and original packaging.
6. If your item is faulty or the wrong item is packed, please contact our customer service team for further instructions.
8. For insurance purposes, we advise that you return all items by special delivery. Postage costs will not be refunded unless the item is faulty. Obtain your receipt proof of postage.
9. Please ensure your packaging is secure. Fei Liu Fine Jewellery cannot accept responsibility for items lost or damaged in transit.
10. Return to: Web, Fei Liu Fine Jewellery, Newhall House, 206 Newhall Street, Birmingham B3 1SH
11. For more information, please see the terms and conditions on www.feiliu.co.uk.

CUSTOMER TO FILL

CUSTOMER DETAILS

Invoice number: IN _____
 Name: _____
 Telephone: _____

Address: _____
 Postcode: _____

CUSTOMER TO FILL

ITEMS TO RETURN OR EXCHANGE

PRODUCT CODE:	ITEM:	Please tick appropriate box:		RETURN REASON:	RETURN REASONS Enter appropriate reason for each item:
		EXCHANGE	REFUND		
		<input type="checkbox"/>	<input type="checkbox"/>		1 - ITEM ARRIVED DAMAGED
		<input type="checkbox"/>	<input type="checkbox"/>		2 - WRONG ITEM RECEIVED
		<input type="checkbox"/>	<input type="checkbox"/>		3 - FAULTY
		<input type="checkbox"/>	<input type="checkbox"/>		4 - CHANGED MIND
		<input type="checkbox"/>	<input type="checkbox"/>		5 - INCORRECT SIZE ORDERED
		<input type="checkbox"/>	<input type="checkbox"/>		6 - NOT WHAT I EXPECTED

INTERNAL USE ONLY

Invoice Date: _____
 In warranty? Yes No

PRODUCT CODE:	NOTES:	PRICE:
_____	_____	_____
_____	_____	_____
_____	_____	_____