



Client details

**Customer Details:**

**Order information:**

Customer number:

Order n°:

Order date:

Merchandise Return Form

Customer Name:

Order n°

Return Authorisation Number:

Email address (used for the purchase):

Product code	Description	Qty	Return Code (Between A and F)	Exchange / Refund (X or Y)

Return codes:

(Please write one of these codes against the item you want to return)

A - Doesn't suit me  
B - Not as the picture  
C - Damaged

D - Wrong size  
E - Quality / Value  
F - Incorrect Item

X - Exchange

Y - Refund

**Please send the items in their original packaging with this Return Form at following address:**

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Perle de Lune  
24 Oxberry Avenue  
SW6 5SS – LONDON  
United Kingdom



How to return my jewellery?

### General Procedure

For online purchases, you are entitled to return an ordered item (for refund or exchange) within 14 days of date of delivery as long as the items are in their original condition. We will guarantee a full money-back refund within 14 days of return parcel reception.

1 – In order to be able to proceed with your return file, we need to receive the product you return undamaged, in its original packaging, with the present Return Form. If the product you received had a security tag on it, you are not allowed to remove it if you want us to accept your return.

2 – From the time you receive your parcel, you have 14 days to get in touch with us in order to notify PERLE DE LUNE's team that you are not satisfied with the item you received.

3 - If you want to return an item, you need to contact our customer service by email at [sophie@perlede lune.com](mailto:sophie@perlede lune.com) or by phone at 020 7731 6785. Once we have received your notification, we will send you a Return Authorisation Number (RAN).

4 – From the time you get your RAN, you have 7 days to fill in your Merchandise Return Form and go to your local post office in order to plan the shipment.

#### ***UK-resident customers:***

Please note that if you are returning your item from the UK, you can use the Royal Mail Special Delivery Label provided with your item, in order to send it free of charge.

5 – To return your parcel, please go to your local post office and buy the most relevant Parcel Box.

6 – Use the **PERLE DE LUNE** address sticker.

7 – Use the **Royal Mail Special Delivery Label** provided in your original Parcel to ship you item.

#### ***Non UK-resident customers:***

Please note that if you are returning your item from outside the UK, we do not take responsibility for postage fee.

5 – To return your parcel, please go to your local post office and buy the most relevant Parcel Box.

6 – Use the PERLE DE LUNE address sticker you can find inside your original parcel to address the new one.

7 – Choose the most relevant way of shipping (we advice you to pay the right amount of insurance in case of your item is damaged during the shipping process and to use a recorded delivery service).