



## RETURNS FORM

If you are not completely satisfied with your order, you can return it for a full refund or exchange within 60 days\*, providing the goods are returned unworn and in their original packaging.

**We cannot exchange or refund earrings, 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@valdiviastore.com

**YOUR ORDER NUMBER:** \_\_\_\_\_

PRODUCT CODE	REFUND/EXCHANGE	REASON FOR RETURN

**To return or exchange your purchase:**

1. Pop the item(s) in their original packaging and into a padded bag
2. Fill in the above returns form and enclose it in the envelope. Remember to include your order number

\*We would recommend sending your package to us by recorded delivery. Your refund or exchange will be processed within 2-5 working days of receiving it. We will only reimburse delivery fees paid on faulty items. Valdivia will send exchange items FREE DELIVERY . Our full returns policy can be found on the Delivery & Returns page on our website. This does not affect your statutory rights.



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