



Product Returns

Downloaded Form

Please complete the form below for a refund or exchange.

Item you're returning	Qty	Refund or Exchange (Please tick)		Reason (Code No.)	Exchange for size (If applicable)	Codes for reasons
						1 Wrong size
						2 Not as expected
						3 Don't like it
						4 Looks different to image on website
						5 Faulty or damaged
						6 Wrong item sent
						7 Unwanted Gift

Our returns policy

You have 10 working days from the date of your invoice to return full priced items for a refund or exchange. Any discounted or sale items must be returned within 5 working days from the date of your invoice.

Please return any items in their original packaging, in new and unworn condition with all original tags and booklets (if applicable).

We do not accept items for refund or exchange if they arrive in any condition other than their original state, or if they arrive past our return period.

All returns are subject to inspection before a refund or exchange is processed. Any items we deem to be worn or without original packaging items will be returned to you and you will be charged for the postage.

Please read our full delivery and returns policy on our website <http://timefordiamonds.co.nz/delivery-returns>

How to return an item

Please fill in the form above and enter the reason code that best describes the reason for returning your item.

Cut out the returns label on the bottom of this form and stick this to your parcel for return.

Please ensure the parcel is packaged securely for shipping to avoid any damage.

Take the parcel to your local Post Office or contact a Courier to arrange a collection from your address.

We advise you use an insured tracked and signed for service when returning your item as we cannot take responsibility for damaged or lost items.

Please keep your proof of posting as the item remains your responsibility until we receive it. In the event the item goes missing you will need it to make a claim with the courier company you used.

Thank you for shopping online at TimeforDiamonds.co.nz

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