

RETURN / EXCHANGE FORM

STEP 1
Fill out Contact/Deliver To Information

ORDER NUMBER: _____

NAME: _____

ADDRESS: _____

POSTCODE: _____

PHONE NUMBER: _____

E-MAIL: _____

STEP 2
List items you are returning including reason for return.

Please Note: Shoe orders are offered on an exchange only basis unless the order has been made to include more than one pair when refunds will be processed at our discretion.

PRODUCT	REASON	SIZE	QTY

STEP 3
How would you like us to handle your return/exchange?

Return Address: **6-10 St Mary's Street, Penistone, Sheffield, S36 6DT**

- Refund in form of original payment
- Exchange Item (Please send details to info@crystalbridalaccessories.co.uk)

Returns and Refunds Policy

We accept returns or exchanges for unused items returned in their original condition and packaging including all labels within 30 days of the date the order is placed, excluding Tiaras and Hair Accessories which are exchange only and must be returned in their original condition and packaging, including labels within 14 days of the date the order was placed. Shoe orders are offered on an exchange only basis unless the order has been made to include more than one pair when refunds will be processed at our discretion. This includes sale and discontinued lines.

We regret we do not accept returns or exchanges for bespoke or special order items, dyed or bleached shoe or handbags, pierced earrings or necklace sets including pierced earrings and bespoke orders made to your specific requirements unless deemed faulty.

We will only accept returns if you have submitted your online returns request within 30 days of receiving the item. Please allow enough time after you have submitted your online returns request for us to receive the item via post so that your return is still within the 30 day period. All returns must include all the original gift boxes / shoe boxes (unmarked), shoe bags and swatches.

IMPORTANT NOTE: If shoes have evidence of being worn without foot socks or scuffed / pitted soles due to not trying on a carpeted surface these are not deemed suitable for refund or exchange. Please do take extra care of all goods to ensure they remain in the same perfect new condition as despatched, unless you have decided to keep them as failure to do so will be classed as your acceptance of the goods. If any items are returned in used / marked condition, we will return them to you without processing a refund or exchange.

Comparing shoes, hats or headpieces....? We will only allow a maximum of TWO pairs of shoes or hat and head wear items per customer for style comparison purposes. However, this does not include any shoes or made to order items which have to be ordered directly from our supplier in which case we will contact you to inform you of this or request further information about shoe sizes and styles which you are ordering. We do believe that this will minimise returns – for you as a customer as well as from our point of view as an efficient company – and from experience we have found that narrowing the choice to two items means that brides are more informed about which styles they like before they place their order.

We reserve the right to reject an order if we suspect that a customer is taking advantage of our returns policy.

If you qualify for a free gift, please note that the free gift must be returned if every item in your order is returned. Your refund will not be processed until the free gift has been returned. If you apply a discount code or other special offer to your order, you will not qualify for the free gift as the free gift offers are not available in conjunction with any other special offer or discount.

Shoe sizing is approximate in all cases and sizes can vary greatly between the different brands we sell on our website. We always recommend that if a customer is having a pair of shoes bleached to white or dyed to a colour that they select our 'Try before you Bleach' and 'Try before you Dye' options to ensure they are ordering the correct size.

Crystal Bridal Accessories will not be held responsible for shoes which do not fit as all of our sizes are an approximate guide only.

Returns Postage

If you are returning an item for refund or exchange, we regret we are unable to refund postage and packing unless the items are found faulty and / or being replaced – in this case we shall cover standard postage costs of returning the items and replace them for you. Should you require a refund only, we are not able to refund the delivery costs, only the value of the unwanted goods that are being returned to us. If you selected the FREE Delivery option, we will not recuperate any delivery costs from your original payment.

If you are exchanging an item, we will send the exchange item within the UK to you FREE of charge. If we process any subsequent changes, this will incur a standard postage charge based on the weight of the item.

We require all returns to be sent by Royal Mail Recorded Delivery or equivalent overseas signed for insured postage service. Please only use Special Delivery if the item value is more than £150. This will ensure that you are compensated should your goods be lost or damaged in transit. If an item is lost in transit as a result of being sent by Standard Royal Mail first or second class post, we will not be able to process a refund for the item.

Overseas Returns and Exchanges

If your initial order incurred Europe or Overseas Postage and you wish to exchange an item – we will charge an additional postage fee equal to the original postage paid to send the exchange item to you. This will be charged in the form of a Paypal invoice to be paid securely online using a Paypal account or any major credit or debit card.

Please note, we allow up to 28 days for international returns. You will be refunded the full amount of your order excluding postage as long as your item arrives to us within 35 days – if your return arrives later than this period, a transaction fee may be deducted from your refund amount. Please allow longer delivery and payment refund times for exchanges or returns being processed from an overseas order.