

## ONLINE ORDER RETURNS AND EXCHANGE FORM

If you wish to return your item, we kindly request that you contact us at [customer.service@laingsuk.com](mailto:customer.service@laingsuk.com) in the first instance. Our client service team will direct you according to your requirements. Please return your item with original receipt and completed returns form in meeting with our returns policy - notify us within 14 days of receipt and return within a further 14 days.

ITEM CODE	DESCRIPTION	REFUND/EXCHANGE	REASON CODE

CODES FOR RETURN
1. UNSUITABLE
2. FAULTY
3. INCORRECT ITEM

### PAYMENT METHOD

CREDIT/DEBIT CARD     PAYPAL   
 FINANCE AGREEMENT     OTHER \_\_\_\_\_

### ADDITIONAL COMMENTS

\_\_\_\_\_  
 \_\_\_\_\_

### RETURN IN STORE

Visit your nearest Laings showroom where our team will facilitate your exchange or return.



OR

### RETURN BY POST

If a postal return is more convenient, please contact our client service team at [customer.service@laingsuk.com](mailto:customer.service@laingsuk.com) who will assist in providing you with free insured returns packaging for your peace of mind.



Unfortunately, for hygiene reasons, are unable to accept returns of earrings. We also cannot accept return for items that have been altered, engraved or personalised in any way. This does not affect your statutory rights. Please contact us should you have any queries regarding your order at [customer.service@laingsuk.com](mailto:customer.service@laingsuk.com).