

STUBBS&CO. *Priority Handling Returns Form*

Important:

1. **All items except diamond rings returned will be processed for full or partial* credit.** All defective items other than diamond rings will be destroyed. Please do not send us anything that you want returned back to you unless it is a diamond ring.
2. **Require replacements?** Please include these items on your next order.
3. **Write 'PRIORITY HANDLING' on the outside of your package** and send to Stubbs&Co., 28 Greville Street, London, EC1N 8SU, United Kingdom.
4. **Returns without a properly completed form will be delayed.** For additional copies call +44 (0)20 7421 6900. Or download from our website: <https://www.stubbs.co.uk/wp-content/uploads/2026/08/StubbsReturnForm.pdf>.

☐ Tick here if you are a *Business Affiliate*.

Locator Code: (It's on the label on the back of your catalogue and on your invoice.)	Person to contact:	Telephone:	Your reference: (This will appear on your credit note.)
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Returning entire invoice? Just enter:

Invoice no.:	Reason for return:	☐ I have changed my mind. ☐ Defective. Describe briefly: ☐ Other. Describe briefly:
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Returning various items? For each item, please complete one of the rows below. Use additional forms if necessary.

Style no.:	Invoice no.: (If you have it.)	Reason for return:	☐ I have changed my mind. ☐ Defective. Describe briefly: ☐ Other. Describe briefly:
Style no.:	Invoice no.: (If you have it.)	Reason for return:	☐ I have changed my mind. ☐ Defective. Describe briefly: ☐ Other. Describe briefly:
Style no.:	Invoice no.: (If you have it.)	Reason for return:	☐ I have changed my mind. ☐ Defective. Describe briefly: ☐ Other. Describe briefly:
Style no.:	Invoice no.: (If you have it.)	Reason for return:	☐ I have changed my mind. ☐ Defective. Describe briefly: ☐ Other. Describe briefly:
Style no.:	Invoice no.: (If you have it.)	Reason for return:	☐ I have changed my mind. ☐ Defective. Describe briefly: ☐ Other. Describe briefly:

* - You can normally expect a full credit for what you have paid us, *except in the following circumstances:*

1. If you did not purchase this product from Stubbs&Co., it will be returned to you.¹
2. If you changed your mind or your customer failed to purchase the product and the product was purchased within preceding seven days and is in a re-saleable condition:
 - Stock products that have not been engraved, you will be credited the invoice cost less a £8 handling charge per item in for GBP customers or €14 for EUR customers.
 - Made to order products or products that have been engraved, you will be credited 65% of the invoiced price excluding any engraving fee. Products purchased outside the preceding seven days will be credited on the same basis or will be returned to you,¹ at our discretion.
3. If product was purchased from Stubbs&Co. over 12 months ago (18 months if you are a *Business Affiliate*), you will be issued a partial credit.²
4. If we determine that product has been damaged whilst in your or your customer's care, you will be issued a partial credit.²
5. If the product has been subjected to extraordinary wear in areas other than where the fault has occurred, (e.g., a dented bangle whose tongue has failed,) you will be issued a partial credit.²
6. If it is an earring or a body jewellery item that may have been worn, you will be issued a partial credit.² (Wearing such an item constitutes acceptance under the Sale of Goods Act 1979, as amended in 1994, and limits remedies available to buyer. We suggest that your customers be asked to thoroughly check products, without wearing them, before "accepting" them.)
7. It is a diamond ring purchased within the last 12 months (18 months if you are a *Business Affiliate*) and we determine that it has NOT been damaged whilst in your or your customer's care, the ring will be repaired and returned back to you at no charge. **Note: if a ring supplied by Stubbs&Co. has been subsequently sized, any warranties will automatically be invalidated.** Damaged rings returned after being sized will be returned.¹
8. If the bolt ring or clasp has failed and we determine the product has been subjected to extraordinary wear, you will be issued partial credit.²

¹ - Products returned to you will be accompanied with an invoice to cover our overhead and p&p. (GBP customers £10. EUR customers €20. AUD customers \$A30.)

² - Partial credits are at scrap value or less. If products are partially credited they will be retained for seven days prior to being destroyed. Should you wish for them to be returned to you, please contact us within that time and they will be sent to you accompanied by an invoice to cover our overhead and p&p. (GBP customers £10. EUR customers €20.)

Australian customers please note: when returning products you must ensure Customs will refund the duty and GST you have paid. Contact the Customs Information Centre on 1300 363 263 from anywhere in Australia or (02) 6275 6666 for information.

Not sure if and when you purchased a product from us? Call to check on +44(0)20 7421 6900.

We reserve the right to exercise our discretion in all cases, and to amend our policy without notice. Note that our returns policy exceeds the statutory requirement. Your business may also choose to adopt policies that exceed the statutory requirement for commercial reasons. For instance, you may choose to offer a full refund to your customers for whatever reason at any time. However, we cannot be expected to cover you for all losses incurred by maintaining such a policy.