

## **Returns Policy**

If for any reason you wish to return an item of jewellery purchased from [www.baj.ac.uk](http://www.baj.ac.uk), refunds can be requested within 14 days of receipt of the item.

If you choose to exchange your item outside of the 14 day refund policy, a refund will not be offered for the exchanged item unless the product is faulty.

### **Returns process**

Please email us at [sally.collins@baj.ac.uk](mailto:sally.collins@baj.ac.uk) to inform us of your return.

1. You must return the item within 14 days of your receipt of the item with both the item and packaging in their original condition, securely wrapped, to:

Sally Collins  
BAJ (Floor M)  
26-30 Holborn Viaduct  
London  
EC1V 2AT

2. The cost of returning the item will be the responsibility of the buyer. When returning the item, you must ensure that it is not lost or damaged in transit. Therefore, we advise you to opt for a signed for delivery service. It can take up to 7 days for the item to reach its destination.

3. We cannot accept returns for items that have been damaged during delivery. If this is the case, the item will be returned to you at your expense.

4. Our promise to replace the item or refund your money does not apply to faults or damages caused by accident, neglect or misuse.

5. After we have received the return, we aim to credit your credit or debit card with the full purchase price of the goods returned within 14 days.

6. None of this affects your statutory rights.

### **How to cancel your order**

If you would like to cancel your order, please email us at [sally.collins@baj.ac.uk](mailto:sally.collins@baj.ac.uk) as soon as possible to notify us that you wish to cancel. If the order has already been processed, you will have to follow the standard return process described above.