



Returns Authorisation Form

- 14 Day No Hassle Returns policy.
If you have had your item for less than 14 days, and wish to return the item to us, provided it is in "as new" condition, please send it to the below address for a full refund.
- This clause does not cover damage or faults caused by accident, misuse, or by items being serviced by other jewellers.
This does not cover items ordered in incorrect sizes
This does not apply to customised pieces, or bespoke commissions, which are deemed non returnable.
- Return Postage will only be reimbursed by Diamond Heaven In the event of items being supplied incorrectly by our error, and in extenuating circumstances.
- For full terms and conditions please refer to our website.
- **Any returns received without a completed Returns Authorisation form will be subject to a delay, or in certain circumstances returned to sender.**

Order Number

Date Received

Customer Name.....

Total Amount Paid

Customer Address

.....
.....
.....

Telephone

Email

Payment Method

Please Return your items, and forms
To the below address.

We recommend using royal mail,
Recorded Delivery.

Please Obtain proof of postage.

**Diamond Heaven Returns Dept
609-610F
The Big Peg
120 Vyse Street
Birmingham
B18 6NF**

Reason For Return (Please Mark One)

- Incorrect Size
- Incorrect Item Received
- Incorrect Item Ordered
- Faulty Item (Out Of Box)
- Faulty Item (After Use)
- Exchange Under 14 days
- Damaged Item For Repair
- Return under 14 days
- Other (Please Indicate Below)

DIAMOND HEAVEN WILL RESPOND TO THE RETURN REQUEST WITHIN 10 WORKING DAYS