HOUSE OF JEWELLERY

EST. 1986

Return Requests must be emailed to info@houseofjewellery.com

The form must be fully completed & actual photos of each item must be sent for review.

REQUEST DATE: _____

CUSTOMER: _____

REQUESTED BY: _____

PHONE: _____

EMAIL: _____

FOR HOJ OFFICE USE ONLY	
RMA #	
Date Issued:	
Processed By:	
Label Issued:	☐ YES ☐ NO
Tracking #	
Date Received:	

RETURN & DAMAGE POLICY:

- All claims must be made within 3 days of receipt of your order. Your request for an RMA is subject to review and approval.
- **No returns/repairs are allowed without a Return Authorization Number.**
- No shipping label will be provided unless authorized.
- Certain types of items such as Herringbone Chains, 10K Solid Gold Permanent Chains, special orders or personalized items are NOT eligible for returns, exchanges, or discount upon the order confirmation as they are FINAL SALE.
- Returns received after 30 days of the original purchase date will incur a repair/replacement charge and the customer will be responsible for any shipping & handling fees.
- Your request may take 2-3 business days to be reviewed.
- If your RMA request is approved we will contact you with an authorized RMA # and shipping instructions.

QTY	STYLE #	REASON FOR DAMAGE / RETURN	INVOICE #	INVOICE DATE	ITEM COST (after any discounts)	RMA AUTHORIZED (YES / NO)	NOTES	REJECTION REASON	REPAIR / REPLACEMENT FEE	CREDIT
								TOTAL		

If items are approved for return, please follow the instructions listed below after receiving an authorized RMA number

- Include a copy this form with return & keep a copy for your records.
- All items must be individually bagged separately
- Style # of each item must be clearly marked on the outside of each bag.
- Please allow 7-14 business days for your RMA to be processed once received.
- For your security, please consider using a trackable shipping service or purchasing shipping insurance. Return your item with a protected courier (e.g., FedEx, UPS, and PUROLATOR) and retain your receipt and tracking information. HOJ is not responsible for items damaged or lost in transit.

HOUSE OF JEWELLERY

RMA# _____

#1202-27 QUEEN ST E

TORONTO, CA M5C 2M6