

Online Order Exchanges and Returns Form

Please fill in this form if you would like to exchange or return an item purchased from our website, enclosing it with your order in its original condition, along with the original despatch note and packaging.

Refunds can be requested within 14 days of the date of despatch, and exchanges within 30 days from the date of despatch.

1. The easiest way to exchange or return an article purchased online is through our showrooms (excluding airports).

Please note, orders paid using PayPal or Interest Free Credit cannot be processed in a showroom. Our showrooms will arrange for your items to be securely sent free of charge to Head Office for processing.

2. Alternatively you can visit your local Post Office to arrange sending your order back to our Head Office.

Please note orders purchased using our Click & Collect service can only be returned to a showroom. They cannot be processed by post.

Please send to:

GSW
2 Elland Road
Braunstone
Leicester
LE3 1TT

Unfortunately we cannot accept returns of earrings or cleaning products if the tamper proof packaging has been opened. This is for hygiene reasons and doesn't affect your statutory rights.

We cannot accept returns of items that have been engraved, personalised or altered.

Our customer experience team is here to help you with any questions you might have. Call us Monday to Friday, 9am – 5pm on 0845 604 2320 (calls are charged at local rate).

Please fill in the following details:

Order Information

Order Number:

Date of despatch:

Product Code 1:

Exchange [] or Refund []

Product Code 2:

Exchange [] or Refund []

Product Code 3:

Exchange [] or Refund []

Return Method (please tick): Via a showroom [] or via post []

Please tell us why you wish to exchange or refund your order:

If exchanging your item, please let us know either the product code (found on the website) or the product description of the new item you would like and we will contact you to arrange your exchange:

Product Code:

Product Code:

Original Payment Type (please tick)

(This helps us to process your refund as swiftly as possible)

Debit / Credit Card []

Gift Card []

Claims Service Card []

Interest Free Credit []

PayPal []

Other []

For showroom and Head Office use only

Refunded in showroom number:

Date of visit: