



Returns + Exchanges Form for Online Retail Purchases

- Contact us IMMEDIATELY via email to confirm whether your claim is eligible for an exchange.
- If purchased at an NM bricks and mortar stockist, NOT naomimurrell.com, please contact the retailer.
- If your claim is approved, please return completed Exchanges & Returns Form with your item via post within 7 days of the date you receive your purchased goods.
- If your claim is approved, the original postage cost will be refunded to cover the return costs.
- All NM Packaging, including Backing Cards, Jewellery Boxes and Pouches must also be returned.
- If you receive the wrong size item, NM will exchange for the correct size, as per your original order.
- If you receive the wrong item, NM will exchange it for the correct item.
- If you receive a damaged item which is deemed to be faulty, NM will repair or replace your item.
- If you need to exchange a ring size for a different size fit, we can do this, but there will be additional shipping.
- NM does not accept returns or exchanges if you simply change your mind.
- Items must be returned in ORIGINAL condition, or they will not be eligible for return or exchange.
- Items which have been damaged as a result of normal wear and tear are not eligible for return or exchange.
- Items marked as On Sale are not eligible for return or exchange.
- Due to health and hygiene safety regulations, Earrings are not eligible for return or exchange.
- Please allow 2 weeks from the time you mail your order for your return and refund or exchange to be processed. We will notify you via email once your return or exchange has been processed.
- Please indicate the replacement size and item you wish to receive on this form.
- Please include an alternative jewellery item selection on the form, as your first choice may be sold out. In this case, the balance for the alternative item will be charged or refunded to your credit card.
- If correct replacement item/size is out of stock, repairs are not possible, and you do not wish to choose an alternative item, we will offer a store credit or refund to the same value as your original order.
- Any damage incurred in transit to NM is the responsibility of the customer.
- NM is not responsible for customer returns that are not received by NM.
- Please ensure this form is filled in accurately to avoid delays.

Claim Type

(Must be made within 7 days of receipt of goods)

- Exchange Return for Repair / Replacement

Personal Details

Name:	
Address:	
City:	State:
Postcode:	Country:
Phone:	Email:

Return Item Details

Date Purchased:	
Style Number:	Order Number:
Repair Requirements or Exchange Preferences:	

Payment Details (Required for Balance on Alternative Item / Repair Fees)

Credit Card Type: <input type="checkbox"/> VISA <input type="checkbox"/> MASTERCARD
Credit Card Name:
Credit Card Number:
Credit Card Expiry Date:

Return Completed Form with NM Product To:

Naomi Murrell
 Shop 5 Ebenezer Pl.
 Adelaide
 SA 5000
 AUSTRALIA

0456 440 704
 shop@naomimurrell.com
 CC / dave@naomimurrell.com
 www.naomimurrell.com

**IMPORTANT PLEASE
 EMAIL US AND WAIT FOR
 CONFIRMATION DETAILS
 BEFORE POSTING ANY ITEMS.**

OFFICE USE ONLY

RECEIPT

- Date Received ___/___/___
- REPAIR
- EXCHANGE (Same Item)
- REPLACEMENT (Alternative Item)

Product Description

Notes

REPAIRS

- Date Received ___/___/___
- Collect Date ___/___/___
- Repair Fee \$ _____

Repairer Notes

PAYMENTS

- Client to pay extra shipping
- Postage Refund to Client
- Payment/Refund Processed

DELIVERY

- Plan to Ship Date ___/___/___
- Customer Emailed re Delivery
- Item Dispatched On ___/___/___