



RETURNS FORM

Step 1

Ensure all conditions in our returns policy have been met.

Step 2

Complete the form below and return to:
*Tok Jewellers
Level 8, Suite 811
185 Elizabeth St
Sydney NSW
2000*

Step 3

Once your item is received & inspected, you will be emailed confirmation of your refund.

Name: _____ **Email:** _____

Order number: _____

Item Name	Description Of Fault

Conditions for returning items:

- Tok Jewellers will offer a refund or replacement if the item is deemed faulty. We do not offer refunds or exchanges for change of mind.
- The item/s are in their original condition: Unworn, undamaged and scratch free.
- The item/s are in their original packaging.
- Your order is returned to us within fourteen (14) days from your delivery date.
- Your Returns Form is completed with all of the details required and included with your item.
- Return shipping is at the customer's expense. We recommend keeping a copy of your return tracking information, as we do not accept responsibility for items that are lost or damaged in transit.
- Refunds will be issued to the same card used at time of purchase.
- We are unable to process refunds until your item is received and has been inspected by us.
- Please allow up to seven (7) business days for refunds to be processed.
- Unless the product is faulty, if your returned goods are assessed as having been worn, damaged, altered, tags removed, or otherwise returned outside of the stipulated time frame, we will notify you of this assessment and the goods will be returned to you.

If you have any further questions please contact us at info@tokjewellers.com.au