

SERVICE REQUEST FORM
For repairs, claims, returns and exchanges

KLENOTA

Order number: _____ Contact person: _____

Jewellery code: _____ Phone number: _____
(on your certificate)

Email: _____

Bank account number: _____

Address to return the goods to: _____

PLEASE SELECT THE SERVICE REQUESTED AND COMPLETE THE RELEVANT SECTION

Return or exchange of unworn jewellery within 60 days of purchase

The reason for returning the goods:

- ☐ jewellery return
- ☐ jewellery exchange for (please specify the jewellery code): _____
- ☐ exchange for different ring size original size: _____ new size: _____

Warranty claim

The reason for the claim: _____

Free jewellery services

- ☐ inspection, ultrasonic cleaning
- ☐ additional engraving on wedding rings font: _____ text: _____
- ☐ first jewellery surface restoration on engagement and wedding rings

Post warranty services

- ☐ jewellery size adjustment original size: _____ new size: _____
- ☐ replacement / repair of fastening
- ☐ replacement / repair of broken chain
- ☐ pearl rethreading
- ☐ pearl gluing
- ☐ other request, please give a brief description: _____

Date: _____

Signature: _____

Please send the parcel along with the following:

- the completed form,
- all of the jewellery including the gift box,
- the KLENOTA certificate,
- and where applicable also the international certificate,

to the address: **KLENOTA JEWELLERY, BPM 381080, 372 Old St, EC1V 9AU, London, United Kingdom.**

When shipping the goods to us, please pack them in appropriate packaging to ensure that they do not get damaged. Please do not ship the parcel on a cash on delivery basis. Your money will be refunded to you via the same method used for payment. The full terms and conditions of our services, claims, returns and exchanges, can be found at www.klenota.uk.