

Return & Exchange Form

Step 1. Prepare your free return:

- Create and print your free return label at JamesAvery.com/returns.
- Affix free return label to original packaging, padded mailer or appropriate size box for your return.
- Complete this form and include in return package in order to expedite your return/exchange. Pack and tape package securely.

Return reason codes		
1 Wrong size	5 Quality concerns	9 Arrived too late
2 Did not like / want	6 Engraved incorrectly	10 Damaged in transit
3 Duplicate gift	7 Connected / soldered incorrectly	11 Not the item ordered
4 Did not meet expectations	8 Engraving did not meet expectations	99 Other - (leave comment)

Step 2. Enter Return reason code and Item information below: If returning ALL items in the order just provide reason code/s

Quantity	Item number	Item description	Return reason code	Return reason comment	Unit price	Total

Step 3. How should we process your refund? (please check one)

- Refund on original form of payment (only allowed for 365 days from purchase)
 James Avery Gift Card (for Gifts and returns without receipt)
 Exchange (allowed for 365 days) *NOTE: exchanges may be faster by returning the original for refund and then buying replacement item online.

Step 4. For exchange orders, please complete the following for the items you would like to order:

Quantity	Size	Item number	Item description	Unit price	Total

If your exchanged item/s is/are of greater value than the return, we will need to verify payment information over the phone for the overage amount. Please include your phone number in Step 5 of the form so we can reach you.

Step 5. Enter daytime phone number and email address in case we need to contact you:

Phone () - _____

Email Address _____

Additional Comments (Optional):

Step 6. If this was a gift, or if you want your exchange or Gift Card sent to anywhere else except the original Ship-to address, please provide:

Name _____

Address _____

City _____ State _____ Zip _____



Scan to call
1.800.283.1770

Having problems
with your order or with
this return form?
Let us help.



Scan to email
customerservice@jamesavery.com