

Forget-Me-Not...Gifts From The Heart

RETURNS - REFUNDS - EXCHANGES

Criteria for Returns, Refunds and Exchanges

- Personalized, customized jewellery items, fund raisers and sale items can not be returned.
- Non-personalized items from our Unique Jewellery line can be returned for exchange or refund within 14 days of receipt of the package and a 35% custom design fee.
- Exchanges will not be honored after the 14 days.
- Personalized or custom bracelet jewellery will be resized once for free within 14 days of receipt of the package.
- Returns, refunds and exchanges must be authorized with an email request to customercare@forgetmenotgifts.ca.
- A copy of the invoice must be included in the return package.
- A Return Authorization number issued by email must be included in the shipment.
- Items must be in original box and jewellers' tag must still be on the jewellery or the item will be considered used and therefore, not returnable.
- Shipping charges, gift wrapping & gift card options are non-refundable.
- All returns must be packaged in a padded enveloped and insured. Damaged goods will not be accepted.

Refunds of Non-Personalized items

Non-personalized jewellery items can be returned for refund with a 35% custom design fee within 2 weeks of receipt of the order with the original jewellery tag attached and free of any damages. Shipping costs cannot be refunded, nor can custom packaging, gift cards and gift wrapping costs. Contact customercare@forgetmenotgifts.ca for a RA# as detailed below.

Exchanges

Items can be requested for exchange only if they are not personalized, have the jewellery tag in place, not used and are no damaged. The cost of shipping is not refunded. Costs for custom packaging, gift cards and gift wrapping can not be exchanged or refunded. Contact customercare@forgetmenotgifts.ca for a RA# and indicate the items and their descriptions you wish to exchange.

Requesting a Return Authorization Number (RA#)

Requesting a return for any reason must be requested first through email at customercare@forgetmenotgifts.ca, who will answer quickly and reply with instructions and a Return Authorization number. This number must accompany the returned item(s) on the outside of the shipping carton and on the paperwork inside the shipping carton. Otherwise we will not know what the return is in relation to and will have to refuse the shipment.

How to Pay On-Line

Send an email to customercare@forgetmenotgifts.ca and describe the situation. We will determine the cost and provide you a quote to reference. Then place an order for Repair Services with the amount of dollars equal to the cost estimate given. Options for the Repair Services are shown for common requirements but the important thing is for the dollar amount to be correct. Otherwise, payment will have to be handled by cheque.

Forget-Me-Not...Gifts From The Heart

When you receive an estimate for the work to be done, you will also receive the Return Authorization number. Please quote this number in the special instructions box which is available during the ordering process.

Return Address and Contact Information

Remember to return your shipments via a method that provides a tracking number for traceability sake. On average, Canada Post XpressPost is a good value.

Return to:

Forget-Me-Not...Gifts from the Heart

RA# _____

38 Glen Watford Road,
Cobourg, ON K9A 4S5
Canada

****Do Not write jewellery on the package to avoid problems****

Phone: 905-377-1994