



RETURNS & EXCHANGES

We hope you're totally in love with your Toolally purchase but if for any reason you would like to exchange or return your item(s) it couldn't be easier! Just return unworn/unused in the original packaging within 14 days of purchase. We will endeavour to process all refunds and exchanges within 7 working days.

Damaged products or exchanges can be returned to us for FREE*. For all other returns, we will refund the cost of your order less the cost of the return postage - £3.50.

***(Only available for items purchased at full price).**

Sending your item(s) back to us

- 1 - Complete the returns section below and include this form inside the parcel.
- 2 - Affix the pre-paid Royal Mail returns label included with your delivery to the outside of your parcel.
- 3 - Drop off at your local post office. Please obtain and keep your proof of postage.

If you have lost your pre-paid returns label you can download a new one here: bit.ly/2TYB4dk

Exchanges

When exchanging your item(s), remember to include details of the new style/colourway using the returns form. We'll dispatch your replacement product(s) free to UK addresses. We will contact you if there are additional funds to pay. Products may only be exchanged once. Your exchanged product can be returned for a refund less the cost of the return postage - £3.50.

International returns

International returns should be posted back to our studio address below. We are unable to cover the cost of international returns. Toolally Jewellery, 20-22 Newtown, Barnoldswick, Lancashire, BB18 5UQ, United Kingdom. Refunds only, to exchange please re-order.

Repairs and warranties

Every piece of Toolally jewellery is covered by a 12 month warranty which covers manufacturing faults but excludes fair wear and tear, accidental damage or misuse. If, within 12 months, your jewellery needs repair, please let us know by emailing customerservice@toolally.com and we will provide you with a repair service free of charge*.

***(Not available for items purchased from The Outlet).**

Although we endeavour to ensure that every piece of Toolally jewellery is finished to our strict quality standards, nothing is indestructible and at times you may need a repair after your warranty. In this instance please contact us at customerservice@toolally.com.

Items which cannot be returned.

Personalised products. If your item has been customised to include our clip-on fastening option, we're unable to refund the cost of the alteration. Bespoke, made to order products. Any product that has been used, returned without its original packaging, or is returned in an unsaleable condition.

Quantity	Product	Refund (Please tick)	Reason code	Exchange (Please tick)	New product/colourway

1. Doesn't suit me 2. Item not as described 3. Faulty item 4. Other - Please provide Details below.

Notes

[toolally.com](https://www.toolally.com)

20-22 NEWTOWN, BARNOLDSWICK, LANCASHIRE, BB18 5UQ

info@toolally.com toolally toolally