

ILIOS GEMS RETURN FORM

Please print this form and fill it out completely.

1. Name: _____
2. Email Address: _____
3. Address (Street, City, State, Postcode): _____

- _____
4. Return Authorization Number: _____

Please obtain return authorization number by emailing nina@iliosgems.com.
Packages without return authorization number will not be accepted.

5. Reason for Return - Please cross appropriate box:

- Wrong Item Received
 Did Not Receive Item in Time
 Product Is Defective/Damaged
 Other, Please Specify

- _____
7. Type of Refund. Please check the appropriate box:

- Refund my credit card
 Exchange for another item (please indicate item in comments below)
 Refund direct to nominated bank account (**Australia only**)
Bank account details

- _____
8. Comments

For your protection, please send all returns **via registered and insured mail** to:

Ilios
PO Box 213
Landsborough Qld 4550
AUSTRALIA

In order to protect the package against possible theft, please **do not write** Ilios Gems, ring, jewellery, or diamonds. Ilios Gems can not be responsible for return shipping losses.

The item must be returned in the same condition as it was sent, unworn and undamaged. Your request will be processed after we inspect and verify the condition of the item. Damaged goods due to client negligence **will not** be accepted. Special Orders or personalized items will not be accepted for return.

Please return the item with all of the original materials, such as the bill of sale/invoice and any certificate provided.

We will refund the full cost of the item **excluding shipping, handling and insurance charges**. Refunds will be made in the manner requested in Item 7 above.

Returns take approximately 7 - 14 business days for us to process upon receipt of the item.