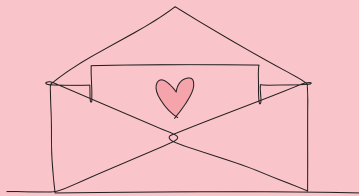


KATIE LOXTON

OPEN ME

IMPORTANT DOCUMENTS INSIDE!



THANK YOU FOR SHOPPING WITH US

WE HOPE YOU LOVE YOUR NEW GOODIES!

“LIFE IS FOR CELEBRATING...

AND SURPRISING LOVED ONES WITH THE PERFECT GOODIES!”

RETURN POLICY

We will happily offer a refund of your order within 14 days of purchase (including sale orders). Simply fill in your returns form and enclose it with the item(s) you wish to return with all original packaging and paperwork enclosed. Please arrange and purchase shipping to return the item back to us. If your item is faulty please contact us at **customercare-us@katieloxton.com** to arrange a free of charge returns label.

Katie Loxton items purchased online must be returned to us directly in perfect, unused condition and sent in the original packaging for us to process a refund. These items cannot be refunded via Katie Loxton retailers. Katie Loxton items purchased in one of our retailers must be returned to the store where purchased – we are unable to process any returns made through another retailer. Proof of purchase is required.

Your return must include a completed returns form and original paperwork to help us process the return quickly and efficiently.

For gift returns please ensure the name of the purchaser is quoted in all correspondences. Failure to do so will result in delays processing the return. Katie Loxton cannot accept responsibility for items returned to us outside of this policy.

Please note – you only need to return the item(s) that you wish to return.

MONOGRAMMING PRODUCTS

(INCLUDING SUNGLASSES WITH MONOGRAMMED CASES)

Due to the bespoke nature of these products, they cannot be returned unless faulty. This includes sunglasses with monogrammed cases.

EARRINGS

Due to hygiene reasons, we are unable to provide a refund on any earrings unless faulty.

RETURNING FAULTY ITEMS

Firstly, we are sorry that you may have received a faulty item. If you believe your item is faulty, please send a clear image of the item with an explanation of the fault, plus proof of purchase, to **customercare-us@katieloxton.com** for review within 14 days of receipt of goods. You then have an additional 14 days to send the item back to us (if required). Once we have confirmed the item is faulty, a new item will be sent to you free of charge or we can process a full refund if requested. Faulty items will only be accepted within 28 days if the goods are delivered to a customer damaged, or if there is a subsequent manufacturing fault within a period of 12 months after delivery. Any items displaying damage deemed to be a result of fair wear and tear will not be accepted as faulty. Your statutory rights are not affected.

PROCESSING YOUR REFUND

Valid refunds will be approved within 10 days of the receipt of goods into our warehouse. We will refund the credit or debit card of the person who originally placed and paid for the order. Once approved, we aim to refund within 5-10 working days.

RETURNS

WE WILL HAPPILY OFFER A REFUND WITHIN 14 DAYS OF PURCHASE. THIS INCLUDES ALL ORDERS PLACED DURING OUR SALE.

1. Fill in your returns form and enclose it with the item(s) you wish to return with all original packaging and paperwork. Please remove or cover original postage labels from the parcel if you are reusing the original packaging box.
2. Please arrange and purchase shipping to return the item back to us – we will cover the cost of returns if your item is faulty.

NAME	ORDER NUMBER	DATE

PRODUCT NUMBER	DESCRIPTION OF GOODS	QTY	REASON NUMBERS	REFUND	REASON FOR RETURN

REASONS FOR RETURN:

1. FAULTY 2. LOOKS DIFFERENT TO IMAGE 3. DOESN'T SUIT ME 4. INCORRECT ITEM RECEIVED

CUSTOMER CARE

If you would like to talk to us, you can call us on:

C: +1 252-362-6114 or **E:** helpcenter.katieloxton.com

Katie Loxton Inc., 460 East Plaza Drive, Suite B, Mooresville, NC 28115

Customer Care lines are open:

MONDAY TO FRIDAY: 9:00AM - 17:00PM (EST)

SATURDAYS, SUNDAYS AND PUBLIC HOLIDAYS: CLOSED

SIZE GUIDE

NOW YOU OWN A BEAUTIFUL TREASURE, LOOK AFTER IT WITH A LITTLE CARING TOUCH:

To clean your jewelry, use a dry soft clean cloth and wipe gently. Do not use polish dip and try to avoid over-cleaning. Plated jewelry will tarnish over time, to avoid it tarnishing faster than it should, keep it from coming into contact with materials such as: detergents, bleaches, ammonia, chlorine, perfumes, body-creams and hairspray.

We recommend that you avoid any of your jewelry coming into contact with water. If you do get your jewelry wet, make sure to dry it as soon as possible. All jewelry should be removed before bathing, before going to bed and during sport activities. After removing jewelry, keep it stored in a cool, dry place, avoiding other pieces of jewelry so they don't rub and scratch.

NECKLACES

Our short necklaces are a standard length of $18\frac{7}{64}$ " with a $1\frac{31}{32}$ " extender. Our mid-length to long necklaces are $25\frac{13}{64}$ " - $32\frac{9}{32}$ " and some come with a $1\frac{31}{32}$ " extender.

A number of our necklaces can be worn long or short and extended if desired. Please look for relevant information throughout our product descriptions.

EARRINGS

All our stud earrings are finished with butterfly backs with sterling silver pins. Please note that all earrings are non-returnable for reasons of safety and hygiene.

BRACELETS

All bracelets are designed to a standard size of $6\frac{11}{16}$ " - $9\frac{27}{32}$ " adjustable and bangle size $2\frac{23}{64}$ " - $2\frac{9}{16}$ " inside diameter. A selection of our bracelets are adjustable with either stretch elastic, thread or sliding adjustable beads. Please look for information specified with each of our product descriptions.

RINGS

All rings are adjustable size 6-10, providing you with perfect comfort.

KIDS' JEWELRY

Our Kids' 'A Little' bracelets are designed to a standard length of $6\frac{7}{64}$ " with either a stretch elastic bracelet or adjustable thread bracelet. Our kids' hair ties are $4\frac{9}{64}$ " with stretch elastic, designed to wear as a hair tie or on the wrist as a bracelet.

ANKLETS

All anklets are an adjustable length of $10\frac{15}{64}$ ".

HAIR ACCESSORIES

The sizes of our hair accessories vary per design. All are plated with real silver or gold.

DISCOVER MORE OF THE THINGS YOU
LOVE THIS SEASON AT [KATIELOXTON.COM/US](https://www.katieoxton.com/us)

@KATIELOXTONUSA | #KATIELOXTONUSA

