

JH Breakell & Co

Return & Exchange

We're here to help !
Please contact us for assistance.
1-800-767-6411 / support@breakell.com

Business Hours (EST)

Monday - Saturday: 10am - 6pm
Sunday*: 11am - 5pm (*closed Jan - Feb)

Return / Exchange Policy

Unused items purchased within 60 days of receipt may be returned for a refund to the original form of payment or merchandise credit minus shipping & handling.

Exclusions

The following items are not eligible for returns, exchanges or merchandise credit.

- Personalized / Engraved
- Special / Custom Orders
- Altered / Modified

Step 1: Call or Email for RA#

Please contact us for a Return Authorization Number.

Step 2: Return Form

Please fill out this form to ensure quick processing.

Step 3: Shipping

Please send any items to the following address with your Return Form using your preferred shipping carrier. We strongly recommend choosing a service with tracking information.

JH Breakell & Co Returns
ATTN: RA# _____
860A Waterman Ave Suite 3
East Providence, RI 02914

** Customers are responsible for all shipping costs to and from the workshop unless otherwise specified.*

** Any items in transit are the sender's responsibility until received by JH Breakell.*

Step 4: Processing

Once received and inspected by our jewelers please allow 2-4 weeks for processing to be completed

For more information visit our website <https://breakell.com/return-exchange-instructions/>

RA# _____ **Order#** _____
Name: _____ **Phone:** _____
Email: _____
Address: _____
City: _____ **State:** _____ **Zip:** _____

QTY	SKU	Return Item Description
_____	_____	_____
_____	_____	_____
_____	_____	_____

Reason for refund: Not as expected Exchange Broken / Defective

Other : _____

I am the...

- Purchaser
 Gift Recipient

Purchaser's name: _____

Exchange & Repairs

QTY	SKU	New Item Description
_____	_____	_____
_____	_____	_____

I would like...

- Refund to Original Form of Payment **purchaser only*
 Merchandise Credit to my JHB account **email required*
 Exchange
 Repair / Replace

Return Shipping Options

- \$15** - USPS Priority
(1-3 days w/ tracking)
 \$8 - USPS Ground
(2-5 days w/ tracking)
 Return label enclosed

Billing Options

- Contact me to process payment
 Check / Money order enclosed
 Credit Card
: _____
Exp : _____ CVV : _____

** Exchanges with a difference in value exceeding \$50 qualify for free return shipping.*