

**RETURNS AND EXCHANGES**

We will accept a return or exchange of any unworn item purchased on LAGOS.com within 30 days of the original invoice date. Please use the enclosed postage-paid label.

Include the original packing list so that your credit can be applied quickly. You will receive a confirmation email on receipt of your return. Allow 7-10 business days for the processing of your return. Any item purchased at an authorized LAGOS retailer must be returned directly to the store it was purchased at. Items that are special ordered, personalized or sized in any way cannot be returned. Gift cards are not returnable. Original shipping and return shipping charges cannot be refunded.

*Engraved items are final sale and may not be exchanged or returned.*

*\* REASON FOR YOUR RETURN / EXCHANGE (Please circle)*

- 1 Does not fit
- 2 Changed mind
- 3 Damaged / defective
- 4 Received incorrect item
- 5 Not as pictured online
- 6 Other, please specify:

\_\_\_\_\_  
\_\_\_\_\_

**RETURN / EXCHANGE INFORMATION**

ITEM #	DESCRIPTION	QTY	RETURN / EXCHANGE	* REASON #

- GIFT RETURNS:**
- Refund gift giver – please provide gift giver contact info.
  - Credit gift recipient – please provide your contact info.

Name \_\_\_\_\_

Email \_\_\_\_\_ Phone \_\_\_\_\_

*\*Please include the above return information with the item(s) and use the pre-paid shipping label to ensure correct postage and address. Be sure to remove or cover all other labels on the package.*

**SIZING**

LAGOS jewelry can be altered & custom tailored to ensure a perfect fit. If you would like to have your ring, bracelet or necklace sized, please contact [customercare@lagos.com](mailto:customercare@lagos.com) or 1.877.925.4305 – Monday through Friday, 8:30 AM – 7:00 PM ET.

For more information, please visit: [lagos.com/alterations-size-guides](http://lagos.com/alterations-size-guides)

**QUESTIONS REGARDING YOUR PURCHASE?**

Contact Customer Service at [customercare@LAGOS.com](mailto:customercare@LAGOS.com) or 1.877.925.4305

LAGOS Customer Service  
441 North Fifth Street, 4th Floor  
Philadelphia, PA 19123