



DINNY HALL

Jewellery

REPAIRS AND ALTERATIONS FORM  
(Excludes Rings)

Name(s)

Date

E-mail

Phone

Return Address

1. **Where** did you purchase your piece?

Westbourne Grove

Upper Street

Covent Garden

Marylebone

Hampstead

Liberty

Online

Other.....

2. Do you have proof of purchase?  
(e.g. receipt or email)

Yes

No



*We will ask you to provide this.*

*If your jewellery is under warranty, there will be no charge for repairs. Fees may apply should any damage be deemed beyond reasonable wear and tear.*

If the item is a recent purchase or you have had repeated problems, please cross here.

3. Please tell us the nature of your repair or enquiry

- |                                     |  |   |
|-------------------------------------|--|---|
| <input type="checkbox"/> Clean      | <input type="checkbox"/> Gem re-placement            | <input type="checkbox"/> Clasp replacement                |
| <input type="checkbox"/> Polish     | <input type="checkbox"/> Gem re-setting              | <input type="checkbox"/> Chain/Bracelet length adjustment |
| <input type="checkbox"/> Re-plating | <input type="checkbox"/> Chain repair or replacement | <input type="checkbox"/> Earring post/catch replacement   |
| <input type="checkbox"/> Engraving  | <input type="checkbox"/> Other .....                 |   |

4. Please describe your Jewellery



Material

- |                                 |                                  |                                     |
|---------------------------------|----------------------------------|-------------------------------------|
| <input type="checkbox"/> Silver | <input type="checkbox"/> Vermeil | <input type="checkbox"/> Solid Gold |
|---------------------------------|----------------------------------|-------------------------------------|
- 

Type

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Pendant       | <input type="checkbox"/> Necklace      |  |
| <input type="checkbox"/> Hoop Earrings | <input type="checkbox"/> Drop Earrings | <input type="checkbox"/> Stud Earrings |
| <input type="checkbox"/> Bracelet      | <input type="checkbox"/> Bangle        | <input type="checkbox"/> Cuff          |

5. Please take a photograph of your item of jewellery to help us identify the issue. You can do this on our store device or at home on yours.



PLEASE INCLUDE AN IMAGE OF THE ITEM AS A WHOLE **AND** AN IMAGE OF THE FAULT

*If sending from home, please email to: [Customercare@dinnyhall.com](mailto:Customercare@dinnyhall.com) If you need help with photographing your jewellery please ask our sales team.*

6. Please fill in this box with information you think we should know.



Thank you for taking the time to fill out this form. It helps us, help you in the most efficient way.

Today you've helped us enormously by providing all the preliminary information regarding your repair, this should be enough to get us started.

We promise you will hear back from us with a quote and/or timeline within 7 working days.

Thank you

A stylized, handwritten signature in black ink that reads "Dimple".