



## **Repair drop off form**

**This must be completed & included in your sealed parcel when you drop off to us, do read this document carefully as it contains important information for us to look after your items to the best of our ability.**

If it's ring resizing or anything that we'd need you in store to measure or check, we can't perform these services at the present time. Ring us to check ahead of drop off if unsure.

**Please note that we will not be able to discuss or be shown the items during a drop off in a Tier 4 or 'lockdown' COVID restricted time: we accept your delivery as if you were a courier. Please document all useful background information on this form. We can always call you after we have the items in front of us. You can also email this document to us.**

1. Please write as clearly as possible as we will be using this information to contact you.
2. Please fill out this form as best possible, do feel free to add any more detail on a separate piece of paper.
3. Please book a drop off appointment via <https://jacobsthejewellers.com/contact/book-an-appointment/>.
4. Drop your item/s off to us in a sealed bag with a copy of this document inside: We do not require any boxes unless specifically requested by us.
5. If using a delivery service, please ensure you contact us in advance to advise of a delivery so we can confirm safe receipt and that you have adequate insurance. Address it to Jacobs, 25 King St, Reading, Berkshire, RG1 2HE: do not write or mention 'jewellers' on the packaging.

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**Date of drop off:**

**Your full name (including forename):**

*Please include your salutation Mr/ Mrs/ Ms/ Doctor etc*

**Your contact information:**

Address

Email

Phone number landline

Number mobile

Your preferred contact method of us communicating with you from the above

Are you happy with being on our contact database: Yes/ No (delete as applicable)

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**Continues...**

**What you are dropping off to us;** please number individually multiple items. Describe the item/s as best you can and their condition. If you have a loose gemstone or watch part, please mention this and clearly bag it separately within your parcel. Please do not include any boxes in your drop off. Lastly do bear in mind that if it's ring resizing or anything that we'd need you in store to measure or check, we can't do this at the present time.

**What work you would like us to carry out;** please use same numbers as above if multiple items.

**What other relevant information you'd like to tell us;** e.g. was the item bought from us, is it under warranty, any supporting documents you've enclosed.

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We will use this form to create a formal receipt for you which will be emailed or posted in due course, likely within 2 working days. If we need any more information, we'll use the contact details provided.

*In the current circumstances we are not sure as to likely timeframes for repairs but will confirm this to you, with definite or indicative pricing as soon as possible.*

Please bear in mind this document does not constitute confirmation we are able to carry out any requested work, nor confirming any condition or item descriptions presented. If you have any questions please call us on 0118 959 0790 or [connect@jacobsthejewellers.com](mailto:connect@jacobsthejewellers.com)