

Returns Policy

All U.K. Mainland orders placed on pennylanepawnbrokers.co.uk will have 14 days to return any items in their original condition for a full refund (this is 14 days from receipt of goods). If we receive any returns after 14 days, it is at the discretion of penny lane credit services on whether we issue a refund or return the item to you. Penny lane credit services advise that any product which you wish to return is sent via a trackable postal service. Penny lane Credit Services are not responsible for lost or damaged items which are returned. Penny Lane Credit Services are not responsible for return postage costs unless an item is faulty. If a watch bracelet has been altered all links must be present.

Any special made to order item such as Keepsake Range, Fiona Jane, Signet Rings, Puzzle Rings, Weddings Rings and Photo Pendants are not eligible for return unless faulty.

When will my refund be processed?

We aim to process your refund within 7 working days of us receiving the item back. During busy spells this may take a day or two longer.

You will be refunded to the full price of the returned products to your original payment method, and we do not charge any 'restocking' fees. If you have paid for your delivery service, that cost is not refunded.

In the event that an item or its packaging (watch / jewellery box) is returned to us in a damaged state, we reserve the right to refuse the return and the goods will be sent back to you. In the result of minor damage to an item or its packaging, we may offer a partial refund. If the packaging alone is damaged, then a flat 10% will be deducted from any refund (excluding limited edition items with special packaging)

Returns Address:

18 Church Street

Blyth

Northumberland

NE24 1BG