



SILK JEWELLERY

SINCE 2004

RETURN FORM

PLEASE ALWAYS INCLUDE THIS COMPLETED RETURN FORM
WITH YOUR RETURN SHIPMENT

YOUR DATA

Name	_____	ORDER NO.	_____
Address	_____		
Postal code	_____		
City	_____		
Phone number	_____		
E-mail address	_____		

RETURNING

Thank you for your order, we hope of course that you are satisfied with your purchase. After receiving your purchase, you have a return period of 14 days. If for any reason your purchase is not what you expected it to be, you will receive a refund of the purchase price on your account within 14 days after we received the returned jewellery item from you. There are a number of restrictions for returning an item. The piece of jewellery should be returned in exactly the same condition as you received it from us, which means that:

- The piece of jewellery has not been worn
- The piece of jewellery is undamaged
- The original packaging is undamaged and
- The guarantee certificate is enclosed

INSTRUCTIONS FOR RETURNS

1. Please indicate here below why you wish to return the item.
2. Return the piece of jewellery in the original packaging
3. Enclose the completed return form in the package
4. Put the return sticker on the box.
5. Send the well packed box by registered mail via the post office
6. Keep the shipping confirmation

NOTE:

- **the costs for returning the package are for customer's account**

EXCHANGES

Exchanging an item is of course also allowed. Please indicate here below the article you would like to exchange. Our customer service will contact you when the item is not in stock. If there is a difference in the purchase amount, this difference will be refunded to you or if there is an exchange for a more expensive item, you will receive an invoice of the additional cost. You should return the parcel by registered mail. Return costs are for your own account. If you have additional questions about this policy, please email us at: bestellingens@silkjewellery.nl.

ARTICLE NO.	NUMB. RETURNED	RETURN REASON	EXCHANGE FOR <small>Article no & size</small>

REASON RETURN

1. Too big | 2. Too small | 3. I don't like the article | 4. Product looks differently online | 5. Quality is not as I expected it to be | 6. Product is damaged
7. Delivery is too late | 8. Wrong item was delivered | 9. I ordered several sizes | 10. Other (please specify the reason in the table above)