

PERNILLE CORYDON

— JEWELLERY —

RETURN GUIDANCE

Dear Customer

If you wish to return your jewellery, we have made this guidance to help you with your return.

Whether the jewellery is broken, a wrong style or it isn't what you expected, please inform us the reason on the return sheet. We appreciate all comments and involve them in our development of our products.

Returns must be made within 30 days from the day you received your jewellery. The jewellery should always be returned in the original packaging.

How to do:

1. Please fill out the return sheet on the backside
2. Pack the jewellery in their original jewellery boxes
3. Attach the return sheet and remember to note the invoice number (WEB-number)
4. Return your order to: **Pernille Corydon Jewellery**
Kannikepladsen 6, 1. floor
6100 Haderslev
Denmark
Att: Webshop

When customer service has received the package, they will proceed the return as fast as possible. The refund will be transferred to the card used doing payment unless otherwise is stated.

NOTE:

We can only offer to exchange between different sizes, materials or if the price is similar between the styles. If the price doesn't match each other, please return the jewellery and we will refund to the credit card that was used to place the order. From there you can go to our website and order the new pieces you want. We want to make aware that the customer pays for the shipping to our office and we pay for the shipping back to the customer again.

Best regards
Pernille Corydon Jewellery

EXCHANGE AND RETURN

In order to proceed your inquiry please complete this return form and attach it together with the jewellery. If you have any questions, please contact us at +45 88440880 or shop@pernillecorydon.com

1. FILL IN CONTACT INFORMATION

INVOICE NUMBER:	WEB -
FULL NAME:	
ADDRESS:	
ZIP CODE AND CITY:	COUNTRY:
PHONE NUMBER:	E-MAIL:

2. INDICATE WHICH JEWELLERY IT IS ABOUT

ITEM NUMBER:	PRODUCT NAME:	SIZE:	QUANTITY:
ITEM NUMBER:	PRODUCT NAME:	SIZE:	QUANTITY:
ITEM NUMBER:	PRODUCT NAME:	SIZE:	QUANTITY:

3. INDICATE WHAT THE INQUIRY IS ABOUT (ONLY ONE X)

Complaint - The jewellery is faulty or broken

The purchase is subject to the sales law, including the rules about deficient goods. The sales law allows you a period of 2 years after purchase to have a defective item repaired, exchanged, to get your money back or receive a reduction in price, depending on the specific situation. The claim must of course be justified and any deficiencies must not have arisen as the result of the incorrect use of the product or other injurious behaviour that may cause damage. Please read our care instructions, find them here.

I want the money refunded

Returns must be made within 30 days, and you will have to defray the return costs. We only accept jewellery returns, which are purchased in our webshop. Is the jewellery bought from one of our retailers, please direct your return to the retailer. The jewellery must appear in the same condition as received and in original packaging. Once the jewellery is approved, the money will be refunded to your account within a few days. You have to be aware of the money being transferred to the card used doing payment.

I want the money refunded to another account

The refund will happen to another account as requested. Please complete the following informations:

IBAN: _____ SWIFT: _____

Received the wrong item

If you have received another style than purchased, we are sorry for the error. You must alert us with the situation as soon as possible and within 30 days after receiving the product. The jewellery needs to be returned to Pernille Corydon Jewellery and we will cover the costs of return.

I want to exchange the jewellery

If you want to exchange the jewellery to another size or another materiel, please complete the following. You will have to defray the return costs.

ITEM NUMBER:	PRODUCT NAME:	SIZE:	QUANTITY:
ITEM NUMBER:	PRODUCT NAME:	SIZE:	QUANTITY:

4. NOTE

Please let us know if you have any comments

Completed by Pernille Corydon Jewellery:

MODTAGET AF: _____
DATO FOR MODTAGELSE: _____
NOTE: _____
OPRINDELIGE AFSENDELSES DATO: _____
NY AFSENDELSES DATO: _____