

DEAR CUSTOMER

IF THE PIECE OF JEWELLERY RECEIVED DOES NOT FULFILL YOUR EXPECTATIONS OR YOU HAVE RECEIVED A FAULTY OR WRONG ITEM, YOU ARE WELCOME TO RETURN IT. IN EITHER CASE, THE JEWELLERY MUST BE RETURNED IN THE SAME CONDITION AS RECEIVED AND IN THE ORIGINAL PACKAGING WITH UNBROKEN BRAND SEALS. THE JEWELLERY MUST BE RETURNED WITHIN 14 DAYS OF RECEIPT.

TO MAKE A RETURN, PLEASE FOLLOW THIS PROCEDURE:

1. FILL IN THE RETURN QUESTIONNAIRE ON PAGE 2 OF THIS NOTE.

2. RE-PACK THE JEWELLERY AS YOU RECEIVED IT AND ENCLOSE THIS FORMULA AND THE ORIGINAL INVOICE IN THE PACKAGE.

3. CHOOSE ONE OF THE TWO OPTIONS:

A. MAKE THE RETURN IN PERSON AT YOUR NEAREST LINE&JO BOUTIQUE.

B. SEND THE PACKAGE TO:

LINE&JO

KRONPRINSESSEGADE 34, 1.

1306 KBH K DENMARK

PLEASE NOTE: LINE&JO DOES NOT COVER ANY SHIPPING EXPENSES INVOLVED IN THE RETURN OF JEWELLERY, JUST AS JEWELLERY LOST IN TRANSIT WON'T BE COMPENSATED FOR.

4. ONCE RECEIVED AT CUSTOMER CARE, LINE&JO WILL VALIDATE THE CONDITION OF THE JEWELLERY AND PROCESS THE INFORMATION ON THE RETURN NOTE:

• **RETURNING AN ITEM:** IF YOU WISH TO RETURN AN ITEM, PLEASE STATE THE REASON FOR DOING SO. AS SOON AS WE HAVE VALIDATED THE ITEM, WE WILL REFUND THE PAYMENT (WITH EXCEPTION OF THE FREIGHT FEE) TO THE CREDIT CARD ORIGINALLY USED FOR THE PURCHASE.

• **FAULTY DELIVERY:** IF YOU BELIEVE THAT YOU HAVE RECEIVED A FAULTY OR WRONG ITEM, PLEASE STATE THIS ON THE RETURN NOTE. IF WE ACKNOWLEDGE THE CLAIM, THE FULL PAYMENT WILL BE REFUNDED TO THE CARD ORIGINALLY USED FOR THE PURCHASE.

• **EXCHANGING A RING SIZE:** IF YOU WISH TO RECEIVE A DIFFERENT RING SIZE THAN THE ONE RECEIVED, PLEASE STATE SO ON THE RETURN NOTE. IF WE HAVE THE DESIRED SIZE IN STOCK, WE WILL SHIP THIS TO YOU AS SOON AS THE RETURN HAS BEEN PROCESSED.

PLEASE NOTE THAT LINE&JO ONLINE BOUTIQUE CANNOT OFFER THE EXCHANGE TO ANOTHER PIECE OF JEWELLERY, AS WE DO NOT SAVE YOUR PAYMENT INFORMATION.

COUNTRIES OUTSIDE THE EU: PLEASE NOTE THAT YOUR EXCHANGE WILL BE SUBJECT TO IMPORT DUTY AND VAT.

IF YOU HAVE ANY QUESTIONS OR CONCERNS, PLEASE DO NOT HESITATE TO VISIT WWW.LINEANDJO.COM/FAQ/ OR CONTACT US DIRECTLY AT CUSTOMERCARE@LINEANDJO.COM.

RETURN NOTE

PLEASE FILL IN AND INCLUDE IN THE RETURN PACKAGE

ORDER NUMBER

FULL NAME

TELEPHONE NUMBER

ADRESS

POSTCODE

CITY

PLEASE TICK ONE OF THE FOLLOWING:

I WISH TO MAKE A RETURN

RECLAMATION (FAULTY ITEM)

ITEM NUMBER

PRODUCT NAME

SIZE

QUANTITY

ITEM NUMBER

PRODUCT NAME

SIZE

QUANTITY

ITEM NUMBER

PRODUCT NAME

SIZE

QUANTITY

I WOULD LIKE TO EXCHANGE A PIECE OF JEWELLERY TO ANOTHER SIZE, AND I AM AWARE THAT I HOLD ALL EXPENSES INVOLVED IN THE EXCHANGE.

ITEM NUMBER

PRODUCT NAME

SIZE

QUANTITY

IN ORDER FOR US TO IMPROVE OUR FUTURE SERVICE AND TO HELP US UNDERSTAND THE BACKGROUND FOR YOUR EXCHANGE/RETURN WE ASK YOU KINDLY TO FILL IN ONE OF THE BELOW OPTIONS

THE JEWELLERY DOES NOT LIVE UP TO THE EXPECTATIONS

PLEASE ELABORATE

THE JEWELLERY RECEIVED DOES NOT MATCH MY ORDER

PLEASE ELABORATE

THE JEWELLERY IS BROKEN/DAMAGED

PLEASE ELABORATE

OTHER REASONS

PLEASE ELABORATE
