

DEAR CUSTOMER

IF THE RECEIVED PIECE OF JEWELLERY DOES NOT FULFILL YOUR EXPECTATIONS OR YOU HAVE RECEIVED A FAULTY OR WRONG ITEM, YOU ARE WELCOME TO RETURN OR EXCHANGE 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 FROM WHEN YOU RECEIVED IT.

PLEASE READ THE FOLLOWING GUIDE CAREFULLY AND READ MORE AT **DELIVERY & RETURNS** AT [LINEANDJO.COM](https://lineandjo.com)

TO MAKE A RETURN, PLEASE FOLLOW THIS PROCEDURE:

1. FILL IN THE RETURN FORM ON THE NEXT PAGE.

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:

LINE&JO - GOTHERSGADE 31 - 1123 KØBENHAVN K

LINE&JO - LYNGBY HOVEDGADE 72D - 2800 KGS. LYNGBY

PLEASE NOTE THAT THE MONEY WILL BE REFUNDED VIA THE ORIGINAL PAYMENT METHOD, AND **CANNOT** BE DISBURSED IN THE BOUTIQUES.

B. SEND THE PACKAGE TO:

LINE&JO

GOTHERSGADE 31

1123 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. LINE&JO ONLINE BOUTIQUE CANNOT OFFER THE EXCHANGE TO ANOTHER PIECE OF JEWELLERY, AS WE DO NOT SAVE YOUR PAYMENT INFORMATION.

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.

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 VISIT [WWW.LINEANDJO.COM/FAQ/](https://www.lineandjo.com/faq/) OR CONTACT OUR CUSTOMER CARE AT CUSTOMERCARE@LINEANDJO.COM 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

ADDRESS

POSTCODE

CITY

CITYCOUNTRY

PLEASE TICK ONE OF THE FOLLOWING:

☐ I REGRET MY PURCHASE ☐ COMPLAINT (FAULTY ITEM) ☐ OTHER: _____

☐ 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
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EXCHANGED TO SIZE _____

ITEM NUMBER	PRODUCT NAME	SIZE	QUANTITY
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ITEM NUMBER	PRODUCT NAME	SIZE	QUANTITY
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ITEM NUMBER	PRODUCT NAME	SIZE	QUANTITY
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IN ORDER FOR US TO IMPROVE OUR FUTURE SERVICE AND TO HELP US UNDERSTAND THE REASON 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