



**RETURN VOUCHER**

INVOICE NUMBER : \_\_\_\_\_

DATE OF THE ORDER : \_\_\_\_/\_\_\_\_/\_\_\_\_

ORDER RECEIVED ON : \_\_\_\_/\_\_\_\_/\_\_\_\_

**INVOICE**

Name : \_\_\_\_\_ Lastname : \_\_\_\_\_

Email : \_\_\_\_\_ Phone Number : \_\_\_\_\_

ITEM REF	DESCRIPTION	SIZE	QUANTITY ORDERED	QUANTITY RETURNED

We hope you are satisfied with your order. If, however, you wish to return one or more items for a refund, all goods from online order may be returned within the 14 days from the date you received your order. If you want to change a size or color of gold, just reorder on our eshop, once the refund is done.

**Indicate the reason of your return:**

- I changed my mind
- I don't like the item
- The item has a default : \_\_\_\_\_
- Size is not suitable
- I want the item in another color of gold
- The received item is not the ordered one : \_\_\_\_\_
- Repair request: \_\_\_\_\_
- Other: \_\_\_\_\_

**Return & refund:**

The refund will be made within 7 to 10 days after we receive the item(s). The customer will be refunded to the payment method he/she provided our website. Upon return of an item, our team will screen all returns before granting a refund. Items that do not meet our policy will not be accepted and will be sent back to the customer without any refund given.

1- The item must be returned maximum 14 days after receipt of the order by the customer

2- The item must not have been worn, modified, washed or damaged

3- The item must be returned in its original case / packaging with the return voucher, the purchase invoice and the certificate of authenticity.

4- The item must not have been custom made, nor personalized: these items are not returnable or refundable in accordance with the Law, Article L121-21-8 of the Consumer Code.

Any return that does not comply with these conditions will be rejected and the item will be returned to you at your expense.

**Garantee & Services :**

We offer a one-year limited guarantee which is dated from the date of your purchase. Any jewel presenting a production default recognized by our technical service is to be repaired or replaced, under guarantee. Any other default caused by an anormal use (fall, torn jewel, sea water, etc.), will not be covered by the guarantee. We reserve the right to deny unreasonable repair requests.

**How to return your order?**

The customer is responsible for the item(s) until they reach us and that the reason why we suggest you use a secure delivery service which requires a signature for proof of receipt.

**Return address:**

Angèle Brousse, Returns Service / Repairs Service, 12 cours de Verdun, 33000 Bordeaux

For any question, do not hesitate to contact us by sending us an email on [contact@angelebrousse.com](mailto:contact@angelebrousse.com)

**THANKS ! SEE YOU SOON ON [www.angelebrousse.com](http://www.angelebrousse.com)**