

RETURN OR REPAIRS FORM



Dear customers of L'Atelier de Solène,

If you are not entirely satisfied with your jewels from the Atelier, you can return them to us within 14 days. This period starts from the date of receipt. Your jewels are also guaranteed one year against any production defect. You can therefore return your jewel to us using this form if it has a defect. After this one-year period, we will offer you a repair with a cost. The returns fees are at your expenses.

Please fill in the form below and enclose it with your package. The order should be sent to the following address:
L'Atelier de Solène
8 Rue des Batignolles
75017 Paris

If you have any questions regarding a return or a repair, please contact us at contact@latelierdesolene.com or consult our "terms and conditions of sale" on the Atelier de Solène website.

If you wish to make a **repair**, please fill in the table below indicating the defect.

Name of product	Quantity	Reason(s) for repair	Unit price	Total cost

If you wish to return a jewel and obtain an **exchange or a refund**, please fill in the table below. Following your request to cancel the order, and after having received the returned products, we commit ourselves to refund you within 14 days by crediting your card. We remind you that an order that has been given a voucher or a gift can be exchanged, but not refunded.

Name of product	Quantity	Return or exchange	Reason(s) for return or exchange	Unit Price	Total Cost

N° et date of order:

Date of receipt of the order:

Name:

Address:

Zip Code & City:

Phone:

Email address:

NB: As stated in our "general terms and conditions of sale", you will only be refunded if the returned product has not been worn and is in its original condition. Furthermore, the jewellery must be returned in its original packaging. Any damaged or incomplete product will not be refunded or exchanged. Finally, this shipment remains under your full responsibility in case of problem or loss by the postal services.