

TI SENTO

REPAIR FORM

Your jewellery is important to us. Did you buy through our TI SENTO webshop but the jewellery turns out to be damaged or there is something missing? Our sincere apologies, we are determined to resolve this as best as we can.

If you're in the Netherlands, you can return your jewellery to TI SENTO free of charge by using this completed repair form.

DID YOU BUY YOUR JEWELLERY SOMEWHERE OTHER THAN THROUGH THE TI SENTO - WEBSHOP?

Then we kindly ask you to contact the TI SENTO retailer where you purchased the jewellery.

How do I request my repair?

1. Complete the repair form as completely as possible and enclose the repair form with the defective jewellery in the original shipping box (if possible)
2. Cut out the right shipping label on the form and stick it on the shipping box. Remove any old address labels still stuck to the shipping box
3. Take the parcel to your nearest PostNL drop-off location. Returns are free of charge within the Netherlands. From the PostNL point of your choice, you will receive a dispatch note with a Track & Trace code after handing in your return parcel. We advise you to keep this receipt until your return has been received and processed by TI SENTO.

FOR MORE INFORMATION REGARDING OUR REPAIR CONDITIONS, PLEASE REFER TO OUR WEBSITE.

Website: www.tisento-milano.com

Do you have additional questions related to the repair form? If so, please contact our customer service team. The contact details can be found below

Telephone: +31 (0) 88 - 13 42 888 (Monday to Friday 09.00 – 17.00)

E-mail: wecare@tisento-milano.com



YOUR DETAILS

Name
Address
Postal code
City
Country
Phone number
E-mail address

JEWELLERY DETAILS

Order number
Order date
Article number
Size (do not forget to specify the size of the ring / bracelet / necklace)

DESCRIPTION OF THE DEFECT

Please give as complete a description as possible of the defect of the jewellery below.

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REPAIR OPTIONS

- Repair with emotional value *
- Repair without emotional value**

* If the jewellery has an emotional value to you, it will be repaired in the atelier as per standard procedure. There are always costs associated with this repair. You will be informed about this in advance from our customer service team. A repair in the atelier takes from 10 to 12 weeks.

**When the jewellery has no emotional value to you, the jewellery will be replaced with a new one (provided the jewellery is in stock). If costs apply, you will always be informed in advance.

**CUT OUT THE SHIPPING LABEL BELOW IF YOU ARE SENDING THE PARCEL
FROM THE NETHERLANDS**

**CUT OUT THE SHIPPING LABEL BELOW IF YOU ARE SENDING THE PARCEL
FROM OUTSIDE THE NETHERLANDS**

TSM STORE
Antwoordnummer 39331
1090 WC Amsterdam
Nederland



TSM STORE
Lemelerbergweg 42
1101 AM Amsterdam
The Netherlands

INTERNATIONAL MAIL