

Returns

You have 14 days to decide if the item is right for you. If you are not satisfied with an item, you can return it within the return period of 14 days. **SALE** items cannot be returned. The Two Collectors will refund any item(s), provided that the item(s) has not been damaged, soiled or altered and that all labels and tags are attached. The unused item has to be returned in its original packaging for a refund.

You can return your items by sending them back to us. Fill in our return form and send it with your package to the address below. If the goods are used, worn, damaged, incomplete or not been send back in it original box then The Two Collectors are not obliged to take back the item(s).

If you want to return a package, we advise that you always send it with a track and trace code. This way the package can be traced should it not arrive with us. Please note that when a return shipping gets damaged or lost this is the customer's responsibility. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

For our real gold jewelry, we recommend that you always send it insured.

Please address the returns and exchanges to:

The Two Collectors
Reyer Anslostraat 28-h
1054KV Amsterdam
The Netherlands

Exchange

We offer refunds and exchanges.

Refund

Up to 14 working days may pass between the receipt of the return and the refund procedure. The time period depends upon your particular payment. Once your order has been processed your will receive an email confirmation of your return. The amount will be refunded on the account of your original payment method.

Damaged/ Misshipped Items

In the unlikely event that you have received an incorrect order or a defective item, please contact us immediately. We will take back the item, exchange it against a new one or credit you the purchase price and sales tax. To do so please go back to Returns.

Additional non-returnable items:

Gift cards

Ordered on: _____

Name: _____

Address: _____

Date & Signature: _____