

TI SENTO

MILANO

Repair form

Your jewellery is important to us. Did you buy your TI SENTO - Milano jewellery through our TI SENTO – Milano webshop and the jewellery turns out to be faulty or incomplete? Our sincere apologies for this, we would of course like to resolve this for you as best we can.

You can return the jewellery to TI SENTO – Milano together with the filled in repair form.

Did you buy your jewellery somewhere else than through the TI SENTO - Milano webshop?

Then we kindly ask you to contact the concerning TI SENTO – Milano dealer locator.

How do I request a repair?

1. Please complete the repair form as fully as possible and enclose it with the faulty jewellery in the (original) shipping box
2. Cut out the correct shipping label below this form and place it on the shipping box. Remove any old address labels which are still attached to the shipment box
3. Take the parcel to your nearest post office, which can dispatch international shipments. Return shipments are only free of charge within the Netherlands. (You can have the shipping costs reimbursed by sending an e-mail with a copy of the receipt to our customer service. Please note that this only applies for repairs!)
4. You will receive a shipping note from the post office with a Track & Trace code on it, after you return your package. We advise you to keep this proof of posting until your repair has been received and processed by TI SENTO – Milano
5. After we have received the return package. Our customer service will evaluate the repair, determine the defect, and determine if-and what costs will be incurred for your repair
6. You will be informed by e-mail about your repair and the status therefore. You will be informed in advance if there are any costs involved in the repair. You will always be given the option to refuse the repair, after which it will be returned to you
7. Our customer service will keep you informed of the progress of your repair.

For more information about our repair conditions, please see our website.

Website: <https://www.tisento-milano.de/pages/warranty-repair>

Do you have any questions regarding the repair form? Please contact our customer service. The contact details can be found below:

Telephone: +31 (0)88 - 13 42 888 (Monday till Friday 09:00 - 17.30)

Email: wecare@tisento-milano.com

NOTE: Make sure you use the correct shipping label

Choose which situation below applies to you and cut out the relevant shipping label.
Then stick it on the shipping box.

Within the Netherlands

TSM STORE
Antwoordnummer 39331
1090 WC Amsterdam
Nederland



Outside of the Netherlands

INTERNATIONAL MAIL
TSM STORE
Lemelerbergweg 42
1101 AM Amsterdam
The Netherlands

TI SENTO

MILANO

Your information

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

Information about your jewellery

Article reference
Size (if applicable)
Order number
Order date

Describe the repair

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

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Repair options

- Repair with sentimental value *
- Repair without sentimental value **

* If the jewellery has sentimental value to you, it will be repaired in the atelier. There are always costs associated with this repair, which our customer service will inform you of in advance. A repair in the Atelier takes 10 to 12 weeks.

** If the jewellery has no sentimental value for you, it will be replaced for a new one (provided it is in stock). If any costs are applicable, you will always be informed in advance.