

INSTRUCTIONS RETURN OF JEWELLERY

Dear Customer,

If you for any reason wish to return or exchange our jewellery, please follow this instruction for return.

In case your jewellery does not comply with the promised specifications, please fill out the return paper.

The return of the jewellery has to take place not later than 14 days after the receipt of your order. The jewellery has to be returned in the same condition as upon receipt and in the original box.

Please do as follows:

1. Please fill out the return paper
2. Pack the jewellery as originally packed
3. Attach the return paper and original invoice in the packets
4. Return the goods to:

Frederik IX Studios

Kronprinsensgade 13, 1TV

1114 København K

Danmark

When we receive the return packet, we will process the case as soon as possible. The money will be refunded to the credit card originally used to place the order.

Best regards,

FREDERIK IX STUDIOS

RETURN PAPER

Please fill out the return paper and send back to us together with the jewellery.

ORDER NUMBER: _____
FULL NAME: _____
ADDRESS: _____
ZIP CODE: _____
CITY: _____
COUNTRY: _____
PHONE: _____
E-MAIL: _____

PRODUCT NAME: _____	SIZE: _____	QUANTITY: _____
PRODUCT NAME: _____	SIZE: _____	QUANTITY: _____
PRODUCT NAME: _____	SIZE: _____	QUANTITY: _____
PRODUCT NAME: _____	SIZE: _____	QUANTITY: _____
PRODUCT NAME: _____	SIZE: _____	QUANTITY: _____

Please let us know why you wish to return your jewellery:

- The jewellery is defect/damaged
- The jewellery was not identical with my order
- The jewellery did not live up to my expectations
- Other reason

PLEASE EXPLAIN _____

Do you wish to exchange the jewellery to another size or material? Please let us know what item number you would like to exchange it to:

PRODUCT NAME: _____	SIZE: _____	QUANTITY: _____
PRODUCT NAME: _____	SIZE: _____	QUANTITY: _____
PRODUCT NAME: _____	SIZE: _____	QUANTITY: _____
PRODUCT NAME: _____	SIZE: _____	QUANTITY: _____
PRODUCT NAME: _____	SIZE: _____	QUANTITY: _____