

# KATRINE NEXØ

## JEWELLERY

### Return and Refund

If you would like to return an item, please e-mail us at [info@katrinenexoe.com](mailto:info@katrinenexoe.com)

Katrine Nexø Jewellery accepts returns, but no later than 14 days from the date of receipt. The Jewellery and packaging must be in same condition as received.

As soon as we received and accepted the return, all successfully returned items will be credited to the credit card used to originally purchase the items. It can take up to 10 business days for the refund to appear in your account.

The buyer is responsible for the return shipping costs.

Should the jewellery be exchanged for another size, style or surface treatment, contact Katrine Nexø Jewellery - [info@katrinenexoe.com](mailto:info@katrinenexoe.com)

There is no guaranteed on gold plated jewellery. The jewellery is gold plated with 22 carat. It is therefore important to avoid contact with water, perfume, creams, hairspray etc. on the jewellery. Gold plating does not last forever and is therefore not eligible for warranty.

You should treat your jewellery like any other wardrobe item. Clothes and shoes must be maintained ei. washed, new soles, cleaned, repaired etc. The same goes for jewellery.

Please fill below form and send along with returned goods.

Name:
Product name and size:
E-mail:
Phone number:
Date of return:

<b>Reason for return:</b>
1. Wrong size
2. Wrong fit
3. I changed my mind
4. Claim (defect)
5. Not as online image
6. Other

#### Return to:

Katrine Nexø Jewellery  
Att.: Katrine Nexø  
Rølfesvej 39, 3. th  
DK - 2000 Frederiksberg  
[www.katrinenexoe.com](http://www.katrinenexoe.com)