



## RETURN FORM

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FIRST NAME / SURNAME : .....

ORDER DATE : ...../...../.....

ORDER NUMBER : #.....

QTY	PRODUCT NAME	DESCRIPTION : « EXCHANGE » / « REFUND »	CODE	REASON FOR REFUND
				1 DIFFERENT FROM THE IMAGE ON THE WEBSITE
				2 THE ITEM ARRIVED TOO LATE
				3 DEFECTIVE JEWELLERY
				4 WRONG SIZE
				5 STYLE DOES NOT FIT
				6 WRONG ITEM RECEIVED
				7 PACKAGE DAMAGED ON ARRIVAL

### Return conditions\*

You wish to exchange or return your order?

Please follow the steps below **within 14 days of receiving your parcel**:

#### 1. FILL IN THIS RETURN FORM.

Next to each product listed, select one of the explanatory codes corresponding to the reason for your return:

- If you wish to return an item to change size, in the description box, please note «exchange» and indicate the size you would like to receive instead.
- If the return is for a refund, please write «refund» in the «description» box.

**2. SEND US AN EMAIL** at [contact@mayrena.fr](mailto:contact@mayrena.fr) to notify us of the return of the parcel, indicating **your order number & return tracking number**. You are responsible for the cost of returning the goods.

**3. SHIP your order.** Don't forget to **JOIN THIS RETURN FORM to your parcel** and make sure you **keep proof of posting** until you have received confirmation of your refund or exchange.

A confirmation email will be sent to you upon receipt of your order and your request will be processed within 2 to 3 days.

For more information, or if you need help, please go to our «Customer Service» page on the link: <https://mayrenaparis.fr/en/pages/retour-echanges> .

The address to which to return the parcel is as follows:

**MAYRENA chez MARGUERITE**  
**189 rue d'Aubervilliers – Voie C Porte 10**  
**75018 PARIS - France**  
**01 40 03 82 65**  
[contact@mayrena.fr](mailto:contact@mayrena.fr)

\* Please note that jewellery that does not comply with this procedure, sent to the wrong address, received in poor condition or in packaging other than the original, will not be refunded.