

# LALIQUE

Lalique SA  
E-boutique return coupon

To be filled in by customer service upon receipt of returned goods Return Authorization No. ....

Prior to returning the Product(s), you must notify the Lalique SA e-boutique Customer Service by telephone, mail or e-mail, of your intention to exercise your right of withdrawal, mentioning your login to the site lalique.com, and references to your order.

To contact our E-boutique Customer Service, please call  
**+33 (0)1 55 90 59 63**  
Monday to Friday from 10 am to 7 pm  
Saturday from 10 am to 5 pm  
You can also contact us at any time by email: [customerservice@lalique.fr](mailto:customerservice@lalique.fr)

The article subject to your cancellation must be returned to the following address:

**LALIQUE – Service Clients E-boutique**  
**Quartier René Lalique**  
**67290 Wingen sur Moder**  
**FRANCE**

To process your return as soon as possible, please fill in the information below:

## Your details

Order number: .....

Date: .../.../...

Name: .....

Forename: .....

Phone: .....

E-mail: .....

## Your request

Refund for your order

Changing for an identical product

## Returned Product(s):

Product code:	Product description:	Quantity:	Reason for return*:

- \*  1 The product you received was not up to your expectations     3 The product you received is faulty  
 2 The product you received is not the one you ordered     4 Other reasons:

In accordance with the General Terms and Conditions of the Lalique SA e-boutique and applicable law, we remind you that:

- The Products, objects of cancellation, shall be returned by the customer at the address indicated above within 14 days starting on the day of delivery,
- The customer may exercise his right of cancellation without having to prove his reasons,
- The return shall be at the sole cost and sole risks of the Client,
- The Products shall be returned in a condition allowing their resale,
- Products returned damaged in any way whatsoever, dirty, and / or incomplete cannot be accepted,
- Right of withdrawal does not apply to bespoke Products that would have been customized on demand of the Client, for instance with the engraving of a name.