



## ***After-Sales Service Form***

### Your contact details

Last Name : .....

First name : .....

Mail : .....

Address : .....

.....

Phone : .....

### Your jewelry

Order n° / Date of purchase : .....

Type of jewelry : .....

Personalization : .....

Size : .....

Material : .....

Cord color : .....

Reason of return : .....

.....

#### **Repare - Remade**

Under warranty : 1 year from the date of purchase. Your jewelry will only be appraised if a proof of purchase (warranty card, order number, invoice) is provided.

Out of warranty : A financial participation of 50% of the initial price of the jewelry will be asked if your jewelry is broken. For all other repairs, we will send you an estimate once we have appraised your jewelry.

#### **Resaphe - Cleaning**

Free of charge. If reshaping isn't possible, our artisans will contact you directly.

#### **Cord replacement**

A financial participation of 25€ will be asked.

Cord color : ..... Size : .....

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Please send us your jewelry in its box along with this form, a proof of purchase, order number, invoice or warranty card to the following address :

*Atelier Paulin Service SAV, 2 Rue du Cardinal Mercier, 75009 Paris, France*

#### • **We will return you your jewelry within 2 months.**

- Make sure to take all the necessary precautions when sending your jewelry as we can only be held responsible for the jewelry we received.
- We will send you an e-mail to inform you that we have received your jewelry in our Atelier.
- Payment is made via secure payment link once we have received your jewelry.
- The jewelry is not returned once it has been remade. The material is recycled for ethical reasons.

**Your questions : [care@atelierpaulin.com](mailto:care@atelierpaulin.com)**