

Guide to Return Jewelry

Dear Customer,

Should the product(s) fail to satisfy, you have the right to withdraw from the transaction and return the product(s) to us up to 14 days after receipt.

To use your right of withdrawal, you must inform us unambiguously that you wish to withdraw, e.g. by letter or e-mail. You may use this Notice of Return form, but this is not obligatory.

Carefully note that you cannot exert your rights of our Return Policy by refusal to receive the parcel from the forwarder, you have to receive it.

Kindly note that your right to withdrawal from the transaction does not apply for items especially made for you e.g. jewelry, custom made to your specific measurements or if especially sealed wrapping is broken.

The item(s) must be returned to us *within* 14 days after you informed us of your wish to withdraw. Product returns must be sent to the following address: Goldfingers, Klosterstræde 18, 1157 Copenhagen K, Denmark

Be aware that you carry all expenses involved with the return shipment, this includes the transportation, insurance and possible extra packing materials. The item(s) must be packed carefully in its original packing material, which should be undamaged. You should use same forwarder or one of same high standard. Furthermore, we recommend the item(s) to be fully insured during the transportation, as you carry responsibility for disappearance of or damage to the product(s) until it is returned to Goldfingers. You must keep the documentation of the dispatch in case it is needed later.

The returned product(s) must be undamaged and unchanged. If sign of use, beside what is reasonable to determine the nature and function of the product(s) (same handling, as you would exercise in a physical shop) or if it is damaged, you are responsible of any reduction it may cause to the value of the product. It is Goldfingers that determines the value of the damage. At the same time we point out, that Goldfingers only trade in products of high quality, and therefore will reject receipt of any item with visible or functional damages, hence the item will still belong to you.

If you annul the trading in accordance with the above-mentioned conditions, we will refund the price of the product(s) as well as the transportation costs for shipping to you. As mentioned above we will subtract any reduction in value of the product(s) in case of use/damage. We will refund the amount within 14 days after receipt of your Notice of Return, though we reserve the right to delay the refund until after we receive the product(s) and have inspected it.

If the item(s) is damaged or defective when you receive it, or if we by mistake have sent you a wrong product, then please contact us immediately after receipt by phone +45 32 17 37 30 or by email mail@goldfingers.dk and we will assist you.

We are friendly people so if you have any questions or concerns, please do not hesitate to contact us at mail@goldfingers.dk or by telephone (+45) 32 17 37 30 between Monday - Friday from 11:30 - 17:30 CET.

Kind regards,
Janne Krogh Hansen
Karl Ejnar Nybo

goldfingers

Klosterstræde 18 // 1157 Copenhagen K // Denmark

Notice of Return

– Please fill in and include in the return package.

For

Goldfingers
Klosterstræde 18
1157 Copenhagen K
Denmark

Tel.: (+45) 32 17 37 30
mail@goldfingers.dk

I wish to return the following purchase:

Order number: _____ Shipment was received at this date: _____

Your full name _____

Address _____

Postcode & town/city/state _____

Date _____ Signature _____

Exchange

If you wish to exchange the item for another, please indicate the item you wish to receive instead.

Exchange to this item:

Name/size _____

goldfingers

Klosterstræde 18 // 1157 Copenhagen K // Denmark