



Returns Form

We hope you enjoy every Savadi Maison product you purchase! However, if you are unsatisfied with the product(s) you have received, we would be happy to process a refund or an exchange for you.

Please follow the instructions on the 2nd page of this form and send us your return together with this form to:

Dimakan
46, rue de Lancry
75010 Paris
France

Name:

Email:

Address:

Order Number:

Reason for Return:

Preferred Action (select one):

- Full refund
- Store credit

- Replacement of defective item
- Exchange for another item of equal value

Preferred item(s) for exchange:



RETURNS POLICY

First, if you have a need to consider a refund and returns, you likely ordered a product from us. Which means, we owe you a “thank you”! Nothing makes us happier than a happy Savadi Maison customer and as such we promise to do our best to deliver an amazing product and customer experience and to make right any hiccups along the way. That said, we have put together the following information for you to make the return as easy as possible:

Counting from the date your order is received, you can send back your order within 15 (fifteen) working days.

Please help us by adhering to the following procedure:

- Complete and print out this Returns Form, and enclose it with your parcel.
- Return products in their original packaging, with their labels intact and any accessories included, i.e. in perfect condition for re-sale. They must not therefore have been used, washed or damaged.
- For Savadi Maison to take responsibility for any loss of products during transporting returns, please send all your returns by registered post with acknowledgement of receipt, without which we will otherwise be unable to refund the cost of the items.
- Please be kindly informed that you will need to bear shipping costs for returning an item. Unfortunately we’re too small right now as a company to offer free returns (but hope to change it in the future). But note that if your item has a defect, we will of course cover the return costs. Please note that all our products are made by hand and can therefore show small variations, which do not account as a defect.

If the above conditions are met, the total amount of the items returned, including VAT, will be refunded to you. Your refund will take effect within thirty (30) days of receiving the items. You will be refunded by crediting the bank account used for your payment.

We will contact you once we received your return. If you have not received an email confirming receipt from us within 14 days of returning your items, please forgive us and contact us – and we will get back to you as soon as possible. Please include your package reference number in your email.