

WOUTERS & HENDRIX

Return form

If you are not completely satisfied with your order, Wouters & Hendrix is happy to offer you the possibility to exchange goods, receive a gift voucher or get a refund for the items you wish to return.

The return form can also be found via the account that you may have created with your order.

Please go to shop.wouters-hendrix.com/account and download the return form.

You have 15 calendar days to return your purchase from date of delivery. Please note that the customer carries all the shipping costs of the return. Wouters & Hendrix strongly recommends to return your purchase using a shipping service with tracking option as you are responsible for the parcel until it reaches us.

After delivery, you have the right to open the parcel and check your purchase. However, goods must be returned unused, in their original packaging and with the label still attached to the jewel. If the return doesn't match with these terms, we will not exchange or refund your purchase.

If we receive the goods in perfect condition, we will refund its full value (shipping costs incl.) through the payment method that you originally selected. Please note that Wouters & Hendrix commits to refund your purchase within 30 days.

What to do?

1. Fill out the return form entirely
2. Pack the jewelry safely
3. Include the return form in the parcel
4. Preferably add a copy of the delivery note to the parcel
5. Return the parcel to

Wouters & Hendrix
Attn: e-shop
Callensstraat 39A
2600 Berchem
BELGIUM

5bis. Or return the package, including the (filled out) return form, to one of our flagship stores. Visit our website for all information regarding our stores: www.wouters-hendrix.com/our-shops

Order number:

Address:

E-mail:

Phone:

Reasons for the return

- | | |
|--|--|
| <input type="radio"/> I had a change of heart | <input type="radio"/> I ordered the wrong colour |
| <input type="radio"/> I placed a wrong order by mistake | <input type="radio"/> I received a wrong delivery |
| <input type="radio"/> The jewelry is not what I expected | <input type="radio"/> The order was delivered too late |
| <input type="radio"/> I ordered the wrong size | <input type="radio"/> The jewelry was damaged upon delivery. |

Remarks:

I prefer

- A refund for my purchase
- An e-voucher for the full value of the returned goods
- An exchange (Please contact customer service in advance via shopshopshop@wouters-hendrix.com if you wish to exchange your purchase for another jewel and we will review the option.)