

AROZ JEWELRY

HANDMADE

Thank you for your order on arozjewelry.com. If you are not completely satisfied with your purchase, you have 14 days from the receipt of your package to return it. Items must be unworn and returned in their original packaging. Engraved jewelry cannot be returned. Please note that all returns must include the return form printed and completed; otherwise, we will not be able to process your request. Return shipping costs are at your expense, except for defective items or incorrect orders. Thank you for your understanding and trust.

Order number:

Comments:

Order date:

Surname and first name:

Email:

Jewel's name	Code	Reasons for return with their code
		1. Size problem*
		2. Damaged package
		3. Different from the eshop's pictures
		4. Wrong item received
		5. Excessive delivery times
		6. Damaged item
		7. Not what was expected
		8. Other:

*For rings, we will send you back the required size at our expense** (please specify the preferred ring size in the comments' section).

For Europe only **

How to proceed to the return?

1. Print and complete the above form. Put it in the package with the items to be returned and **with the invoice**.
2. Address your parcel to the following address in a secure package (original packaging or similar). You can also drop off the package in our mailbox or make an appointment with us at the Showroom:

La boutique Aroz
50 rue du Tabellion
1050 Ixelles
Bruxelles

3. Keep the proof of shipment of your package.

4. You wish: to get a refund (within 14 days) a voucher valid for 1 year

If you have any questions, don't hesitate to contact us at bonjour@arozjewelry.com