

# A R O Z

*Jewelry*

Thank you for your order on arozjewelry.com. If you are not satisfied with your purchases, you can return it within the **14 days** after reception of the package. The items must not have been worn and must be sent back in their original packaging. Engraved jewels cannot be returned. All packages that do not include this return form, printed and completed, will not be processed. Returns are at your expenses except for defecting items or having received the wrong item.

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 you 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:

Le Showroom 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](mailto:bonjour@arozjewelry.com)