

SAFIRA

RETURN FORM

ORDER NUMBER: _____

SKU & SIZE:	QTY:	REASON (RETURN CODE):	EXCHANGE TO SKU (CODE 1)

RETURN REASON CODES:

- | | |
|---|---|
| 1. Exchange (fill in SKU of the product you want instead) | 5. Poor quality |
| 2. Delivered wrong product | 6. Wrong size |
| 3. Defect at arrival (describe under description) | 7. Reclaim (describe under description) |
| 4. Delivered to late | 8. Does not match expectations |

DESCRIPTION: _____

PLEASE OBSERVE

For returns with an order value that exceeds €200, please contact us at support@safira.com. Write subject line RETURN followed by your order number. You will receive a traceable return form which is necessary due to insurance guarantees.

EXCHANGE

If you want to change your products, fill in code 1 and enter the SKU you want to change to. You will be invoiced/refunded eventual difference.

TERMS & CONDITIONS

The return time is 30 days from the time you received your package. Note that earrings are hygiene products and must be returned with an intact seal to invoke open purchase. Keep in mind that all items that are sent back must be in original condition and have all the possible labels and seals. In case of broken seals, no repayment or replacement right apply. If you return gets denied the product will be sent back to you, freight cost will be charged.

REFUND

If you selected Klarna as payment method, you will receive a corrected invoice sent by a-mail. If the entire order is returned, the invoice is cancelled. If you have already paid your invoice, Klarna will contact you for a refund within a few days. If you have chosen to pay by card, Paypal or by direct payment through your bank, the money will be refunded to the same account that was charged at the time of purchase.

Prioritaire

IBRS/CCRI NO:
20614205



**REPLY PAID/RÉPONSE PAYÉE
SWEDEN/SUÈDE**

SE - 731 20 Köping
SWEDEN

INSTRUCTIONS

1. Fill out the return form. If there is no information, we will have difficulty in handling your return.
2. Cut out the label. Attach the return form inside the shipment, among with the products to return. Attached the label to the outside of the letter, on the top of the previous label.
3. Simply post the letter in the nearest mailbox. Note not a postal office or service point.
4. Wait for our handling. Returns are normally fully processed within 10-30 days from the day you sent it.

Lots of love / SAFIRA

