



Name

Order number

E-mail address

Itemcode

Product name

Size

Amount

Return code

Returncodes: fill in the return code here



01. Too small

04. Different from the picture

02. Too big

05. Received the wrong article*

03. Not as desired

06. Received a broken item*

*Contact our customer service

1.

Fill out the return form and pack the items (undamaged and unworn) in the original packaging.

2.

Register your return with a shipper of your choice. Stick the label on the top of your package. Make sure it is always readable.

3.

Bring your package to a service point of your selected shipper in your area. The Return costs are for your own account.

4.

We will process your return within 14 workdays of receipt. We will refund your money, using the payment method you used.

Returns are at your own risk and cost. For exchanges, a new order will have to be placed by the customer. Have you received an incorrect or defective item? Then please contact our customer service. Additional information on returns can be found on our website www.ixxi-jewelry.com.