

Order number

Name

EXCHANGE AND REFUND POLICY - page 1 / 2

You have a period of one month from the date of shipment for returning the goods

Dear customer,

We want you to love our products and to enjoy your shopping experience with us.

If you have received a damaged or faulty item, you don't need to return it. Please send us clear photos of the default or damage by email at contact@collegien-shop.com. Don't forget to mention your order number.

IN THAT CASE, IT IS NOT NECESSARY TO RETURN THE ITEMS.

→ **If you return items from one of the following countries: Austria, Belgium, Czech Republic, Finland, France, Germany, Ireland, Italy, Luxembourg, Netherlands, Poland, Slovakia, Slovenia, Spain or the United Kingdom.**

Please log in into your account and click on Returns and print the return label.

Make sure you include the page 2 from the exchange/refund form.

Please note that you'll have to cover the postage costs yourself, if you would like to have a refund. Please do not use the prepaid return label, we will not refund postage charges in this case. If you use the prepaid return label for a refund, we will subtract 6,95€ from the sum of your refund.

→ **If you return items from a country that is not listed above**, fill up the page 2 from the exchange/refund form, mention your order number, include your receipt for postage costs, pop everything into your parcel and send it to:

Collégien Shop
4, rue de la Bonneterie
81390 BRIATEXTE
France

Return postage costs will be refunded up to a maximum of **12.00€**.

Once we receive the returned items, we will have them checked by our quality department. We will not refund or exchange any used or damaged item.

For more information, please contact us. We will do our best to provide you with the best service possible.

Best regards,

Collégien Customer Service

See you soon on our website www.collegien-shop.com



Order number.....
Name

EXCHANGE AND REFUND POLICY - page 2/2

FORM TO BE SENT BACK WITH ITEM(S)

No returning goods will be accepted after a period of one month from the date of shipment.

You are returning an item for an exchange

Reason of return:

.....

Returned item			Item for an exchange			Difference +/-	
Model or Reference / Colour	Size	Price	Model or Reference / Colour	Size	Price	Voucher	Refund

Upon arrival of your parcel:

- If the item you wish for an exchange is available, it will be shipped immediately
- If not, Collégien will contact you to ask you for another choice; a voucher may also be sent to you, to be used for a future order (shipping included).
- In case of price difference, Collégien will refund the amount or provides you with a voucher or the remaining sum has to be paid.

You'd like a voucher It will be sent by email and you can order another item (shipping incl., valid for **two months**).

You'd like a refund Reason

Once we receive the returned items, we will have them checked by our quality department. We will not refund or exchange any used or damaged item.

If the return is accepted, the refund will be processed within **15 days**, using the same means of payment as the original one. **Please do not use the prepaid return label, we will not refund postage charges in this case. If you use the prepaid return label for a refund, we will subtract 6,95€ from the sum of your refund.**

If you paid by bank transfer, please enclose your bank account information (IBAN and BIC).

