

GUIDE TO RETURN AND EXCHANGE OF PRODUCTS

Dear Customer,

You have the right to cancel your purchase within 14 days without explanation. The right of withdrawal lapses 14 days after receipt of the goods.

To use your right of withdrawal, you must inform us unambiguously that you wish to withdraw, e.g. by letter or e-mail. You cannot simply choose not to receive/sign for the package upon delivery. You may use this return form, but this is not obligatory.

If you wish to cancel a purchase, you must return the product to us. You will be liable for any deterioration in the product's value that is due to handling other than what is necessary to determine the products' nature, characteristics and method of functioning. Since the product's packaging, such as boxes for jewellery, watches and other items, is important for possible resale of the product, any damage to or failure to return the packaging will be deemed to be a deterioration in its value. You assume the risk of ensuring that the product is packaged responsibly when it is returned.

You must return the product(s) without undue delay and no later than 14 days from the date on which you informed us of your wish to withdraw. Product returns must be sent to the following address:

Georg Jensen A/S
Porcelænshaven 14
DK-2000 Frederiksberg
Denmark
Att: E-commerce

If you wish to arrange for return shipping yourself, then you pay the return shipping cost. Remember to duly insure the shipment so that you may claim compensation from the shipping provider if your package is lost in transit.

We will pay for the return shipping cost provided that you follow the below procedure. Please note that we do not accept packages sent as cash on delivery. Products should be returned via UPS. Send an e-mail to Customer Service at onlinestore@georgjensen.com with the subject line: "Return/Exchange of order number xxxxxxxx (insert your order number which can be found on your Order Confirmation)".

We will contact you and arrange for pick-up by UPS. We will make sure that the relevant paperwork is completed and that UPS collects the package during normal working hours at a place convenient to you. Alternatively we can e-mail you a freight label and you can drop off the package at the nearest UPS store. When you cancel a purchase we will refund your payment to your account as soon as possible and no later than 14 days after we have received your notification that you wish to withdraw. We can, however, withhold the refund until we have received the return product or you have provided us with documentation showing that the product has been returned. If you follow the above procedure for returning with UPS via our Customer Service, you meet this requirement.

Refunds are transferred to the payment card with which the purchase was made.

If there is a price difference we will contact you to settle the outstanding/refund the difference. When the new product has been dispatched you will receive an e-mail with invoice and UPS tracking number. With this number you can follow the shipment on www.ups.com.

EXCHANGE

If you wish to exchange a product you purchased, Georg Jensen will pay the return shipping cost as described above for the first exchange. If a product is to be exchanged multiple times, e.g. if the size is wrong, you must pay the shipping costs for any additional exchange.

If you have any questions or concerns, please do not hesitate to contact us at onlinestore@georgjensen.com or by telephone +45 38 14 90 44. Telephone assistance is available Monday-Thursday from 9:00-16:00 CET and Friday from 09:00-15:30 CET.

Best regards,
Georg Jensen
E-commerce Team

RETURN FORM FOR WITHDRAWAL

(This form must be filled in and returned, if the right of withdrawal applies.)

Georg Jensen, Attn: E-commerce, Porcelænshaven 14, 2000 Frederiksberg, Denmark, tel.: +45 38 14 90 44,
e-mail: onlinestore@georgjensen.com

I wish to return the following purchase _____

Date shipment was received _____

Full name (as indicated on the invoice) _____

Address _____

Postcode & town/city/state _____

Date _____ Signature _____

Order number (optional) _____

EXCHANGE

(Below must be filled in and returned, if you wish to exchange your product.)

Exchange to
Item no/name/size _____

To help us improve our service, we kindly ask you to choose one of the options below:

The product does not meet my expectations
Please elaborate _____

The product received does not match my order
Please elaborate _____

The product is broken/damaged upon delivery
Please elaborate _____

Other reasons
Please elaborate _____



BY APPOINTMENT TO
HER MAJESTY THE QUEEN OF DENMARK

GEORG JENSEN

ESTABLISHED 1904

SØNDRE FASANVEJ 7 | 2000 FREDERIKSBERG