

# Guide to Return and Exchange of Products

Dear Customer,

You have the right to cancel your purchase at any stage between placing your order and within 14 days of receiving your goods without explanation. Refunds will not be issued from any Georg Jensen boutique.

To cancel your order, you must inform us unambiguously that you wish to withdraw, by post to:

**Georg Jensen (UK) Ltd. E-Commerce Returns, Bond Street House, 14 Clifford Street, London, W1S 4JU or e-mail to: [ukcustomerservice@georgjensen.com](mailto:ukcustomerservice@georgjensen.com), or telephone +44 207 499 6541.**

You cannot simply choose not to receive/sign for the package upon delivery. You may use this Cancellation Notice, but this is not obligatory.

You have the right to exchange the goods within 14 days of placing your order. If you wish to exchange, please e-mail us at [ukcustomerservice@georgjensen.com](mailto:ukcustomerservice@georgjensen.com) with your preferred item and we will reserve it for you if the item is in stock. In the lower part of this return form, you can specify the reason for the exchange and the product you wish to receive in exchange.

If the price of the goods you wish to receive in exchange is cheaper than the price paid for the goods you wish to exchange, the difference in price will be transferred to the payment card with which the purchase was made unless agreed otherwise between us. Where the price of the goods you wish to receive in exchange is more expensive than the price paid for the goods you wish to exchange, you will need to arrange for the payment of the difference in price before we are able to exchange the goods.

If you choose to cancel a purchase, or to exchange goods, you must return the goods in the same condition and quantity as when you received them. As the packaging represents a significant part of the product value, the product cannot be considered returned in the same condition and quantity if the packaging is not included. You are liable for ensuring that the return goods are packaged suitably. Thus, we encourage you to save the packaging until you are certain that you wish to keep the product. We may seek compensation from you for any reduction in the value of the product arising from other handling than what is required to determine the nature and properties of the product and the way it works.

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 or exchange.

Product returns, for either canceled orders or exchanges, must be sent to the following address:

Georg Jensen (UK) Ltd.  
E-Commerce Returns  
Bond Street House  
14 Clifford Street  
London, W1S 4JU

You will pay the return shipping cost. We suggest that you insure the shipment so that you may claim compensation from the shipping provider if your package is lost in transit. We request that returns are shipped through a registered delivery method so that you have a record of their return. Please note that we do not accept packages sent as cash on delivery.

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 the returned goods or, if received earlier, evidence from you that you have returned the goods.

Refunds will be transferred to the payment card with which the purchase was made unless agreed otherwise between us.

If you have any questions or concerns, please do not hesitate to contact us at [ukcustomerservice@georgjensen.com](mailto:ukcustomerservice@georgjensen.com) or by telephone +44 207 499 6541. Telephone assistance is available Monday - Friday from 10 am - 5:30 pm.

Best regards,

Georg Jensen  
E-commerce Team

# GEORG JENSEN

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BOND STREET HOUSE | 14 CLIFFORD STREET | LONDON, W1S 4JU

# Cancellation Notice

(Please fill in and include in the return package)

For Georg Jensen (UK) Ltd., Att: E-Commerce Returns, Bond Street House, 14 Clifford Street, London, W1S 4JU, UK, tel.: +44 207 499 6541 e-mail: ukcustomerservice@georgjensen.com

I wish to return the following purchase:

Order number \_\_\_\_\_ Date shipment was received \_\_\_\_\_

Item number \_\_\_\_\_ Product name \_\_\_\_\_ Quantity \_\_\_\_\_

Item number \_\_\_\_\_ Product name \_\_\_\_\_ Quantity \_\_\_\_\_

Item number \_\_\_\_\_ Product name \_\_\_\_\_ Quantity \_\_\_\_\_

Full name \_\_\_\_\_

Address \_\_\_\_\_

Postal Code & City \_\_\_\_\_ Country \_\_\_\_\_

Date \_\_\_\_\_ Signature \_\_\_\_\_

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## Exchange

(You may also choose to exchange the item for another. Below, please indicate the item you wish to receive instead)

Exchange to  
Item no/name/size \_\_\_\_\_

In order for us to improve our future service and to help us understand the background for your return/exchange, we kindly ask you to fill in one of the below options:

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 \_\_\_\_\_

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