

# GUIDE TO RETURN AND EXCHANGE OF PRODUCTS

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. Remember to enclose your order number so that we can find you in our system and refund your money. Please note that we do not accept packages sent as cash on delivery.

We can also arrange the return shipping for you, subject to a return fee of GBP 9.99. Send an e-mail to Customer Service at [ukcustomerservice@georgjensen.com](mailto:ukcustomerservice@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 then e-mail you a pre-paid freight label and you can drop off the package at the nearest UPS drop-off point. When you cancel a purchase we will refund your payment minus any return fee to your account as soon as possible and no later than 14 days after we have received your notification that you wish to withdraw. If you return the full order, we will also return the shipping fee. 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.

## EXCHANGE

If you wish to exchange a product you purchased, Georg Jensen will pay the return shipping cost 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 [ukcustomerservice@georgjensen.com](mailto:ukcustomerservice@georgjensen.com) or by telephone +44 207 499 6541. Telephone assistance is available Monday-Thursday from 8:00-15:00 and Friday from 08:00-14:30.

# 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, +44 207 499 6541,  
e-mail: ukcustomerservice@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