

# RIGHT OF WITHDRAWAL AND EXCHANGE OF PRODUCTS

You have the right to withdraw from your purchase within 30 days of receipt of goods without explanation. If the purchase concerns several goods delivered in separate deliveries, you have 30 days to withdraw from the last item has been delivered.

To use your right of withdrawal, you must inform us unambiguously that you wish to withdraw, e.g. by 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 withdraw from a purchase, you must return the product to us. It is important that you do not break any seal/label on the product. If the seal/label is broken, you cannot use your right of withdrawal. If you have received a free gift as a part of your purchase, you must also return the free gift to us, if you no longer meet the conditions for receiving the free gift. You will be liable for any deterioration in the product's (and free gift'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

We can arrange the return shipping for you, subject to a return fee of EUR 30. Send an e-mail to Customer Service at [customerservice@georgjensen.com](mailto:customerservice@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 freight label and you can drop off the package at the nearest UPS drop-off point. If you use the pre-paid freight label and return your products with UPS, you are insured in case the package is lost in transit.

If you wish to arrange your preferred shipping provider instead, you will have to pay the return shipping costs yourself and arrange for insurance so that you may claim compensation from the shipping provider if your package is lost in transit. Please include the information mentioned on the return form or simply fill in and include the return form so we can find you in our system and refund your payment. Please note that we do not accept packages sent as cash on delivery.

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. 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. We will deduct the value of any free gift, if you do not return it with the other items and no longer meet the conditions for receiving the gift. If you return the full order, we will also return the shipping fee. 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 the new item has a lower price, the difference will be refunded to the payment card with which the purchase was made. If the new item has a higher price, the exchange will be handled as a cancellation of your first purchase. The entire amount will thus be refunded to the payment card with which the purchase was made, and you will then have to place a new order for the item you want instead.

If you have any questions or concerns, please do not hesitate to contact us at [customerservice@georgjensen.com](mailto:customerservice@georgjensen.com) or by telephone +45 70 12 34 20. Telephone assistance is available weekdays from 09:00-15:00 CET.

# RETURN FORM FOR WITHDRAWAL

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

Georg Jensen, Attn: E-commerce, Porcelænsøen 14, DK-2000 Frederiksberg, Denmark,  
tel.: +45 70 12 34 20, e-mail: customerservice@georgjensen.com

I wish to return the following purchase \_\_\_\_\_

Order number (optional) \_\_\_\_\_

Date shipment was received \_\_\_\_\_

Full name (as indicated on the invoice) \_\_\_\_\_

Address \_\_\_\_\_

Postcode & town/city/state \_\_\_\_\_

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

## EXCHANGE

(Below must be filled in and returned, only 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