

INSTRUCTIONS

1. All returns/exchanges must be authorized by POMME ROUGE. Send us an e-mail to info@pommerouge-store.com and a photo of product(s);
2. Prepare the invoice and this sheet;
3. Make sure that the jewelry is packed in our original packaging;
4. Outside European Union: please mark clearly outside the package "RETURN OF GOODS" and declare 0 euros on the description of shipment [if you don't do this, we may never receive the package and cannot make the refund];
5. Choose a safe and reliable shipping method. We are not responsible for returned items lost in the mail or customs, so please collect your tracking information for good measure.
6. Return your order to:

POMME ROUGE – Mariana Machado
Avenida de Camilo 227, 4300-096 Porto - PORTUGAL

RETURNS AND EXCHANGES ARE ACCEPTED WITHIN 14 DAYS OF RECEIVING YOUR GOODS.
SHIPPING COSTS ARE NOT REFUNDED.

ORDER NUMBER: _____

REFUND:

EXCHANGE:

E-MAIL [the same of purchase]: _____

PRODUCT(S) NAME:

1: _____ 2: _____

3: _____ 4: _____

5: _____ 6: _____

REASON: _____

[REFUND] After we receive the items, allow 1-7 business days for refund, without shipping costs.

[EXCHANGE] After we receive the items, you will receive a store credit of your purchase, without shipping costs.