



RETURN SLIP

PLEASE INCLUDE WITH PARCEL



YOUR NAME
OR BUSINESS STAMP

Please include copy of relevant invoice
if unable to include invoice, please provide the following information

Your customer number

Invoice number

Date of invoice

N° : N° :

DETAILS OF REASONS FOR RETURN

REFERENCE	REASON FOR RETURN
	<input type="checkbox"/> I changed my mind <input type="checkbox"/> The article doesn't meet my expectations <input type="checkbox"/> The article is damaged or doesn't work, please indicate defect :
	<input type="checkbox"/> I changed my mind <input type="checkbox"/> The article doesn't meet my expectations <input type="checkbox"/> The article is damaged or doesn't work, please indicate defect :
	<input type="checkbox"/> I changed my mind <input type="checkbox"/> The article doesn't meet my expectations <input type="checkbox"/> The article is damaged or doesn't work, please indicate defect :
	<input type="checkbox"/> I changed my mind <input type="checkbox"/> The article doesn't meet my expectations <input type="checkbox"/> The article is damaged or doesn't work, please indicate defect :
	<input type="checkbox"/> I changed my mind <input type="checkbox"/> The article doesn't meet my expectations <input type="checkbox"/> The article is damaged or doesn't work, please indicate defect :
	<input type="checkbox"/> I changed my mind <input type="checkbox"/> The article doesn't meet my expectations <input type="checkbox"/> The article is damaged or doesn't work, please indicate defect :

Please return goods
to the following address :

LAVAL
SERVICE APRÈS-VENTE (SAV)
ZONE ARTISANALE
37310 CHÉDIGNY
FRANCE

Toll free number
00800 5282 5000
or
+ 33 247 91 1234

Important

For machinery and tools, please empty any
fluids and remove batteries before shipping
(whenever possible).

RESERVÉ
À LA SOCIÉTÉ LAVAL

N°

Date de retour

Traité le

Montant H. T.

Montant T. T. C.

REMINDER OF GENERAL TERMS AND CONDITIONS

> **GUARANTEE**

If a product presents a manufacturing defect or if the customer is not entirely satisfied, the product may be returned within 10 days in its original packaging and complete with invoice. If these conditions are not met, the return will not be accepted and no exchange will be possible. After the 10-day limit, items can no longer be refunded or returned.

> **REPAIRS AND AFTER SALES SERVICE**

In the event that the products sold by LAVAL are no longer within the warranty period, any defects and deterioration caused by natural wear and tear, by an accident or by an external event, may be repaired once a repair proposal has been drawn up and accepted by the customer. Each product sent by the customer must be identified with a copy of the invoice and our reference; otherwise, processing fees will be invoiced at a rate of TEN euros excluding tax (€10 excl. VAT) per unidentified product. If no trace of the products is found, they will be returned to the customer at their expense.

> **JEWELLERY REPAIRS**

Jewellery valued at less than TEN euros excluding tax (€10 excl. VAT) cannot benefit from our repair service. For jewellery worth TEN euros excluding tax (€10 excl. VAT) and more, a flat-rate repair fee is charged. Rates are available on the website www.laval-europe.com/uk/ or upon request. Only jewellery from LAVAL collections, sent with a copy of the purchase invoice and the product reference within one year of the invoice date can benefit from our repair service.