

Katie g.

RETURN & EXCHANGE FORM

If you would like to return or exchange your item please fill out the form below and put it in your return package along with your return items. If you have any questions please do not hesitate to contact us:
info@katiegruber.com / +43 (0)681 2071 9392

Please send the items you wish to return to the following address:

Katie g. , Tuchlauben 17/EG Hof, 1010 Vienna, Austria

All items returned to Katie g. Jewellery must be **fully insured and have a tracking number**. Should an item be lost in transit that hasn't been insured, no refund will be issued. Please consult out terms and conditions on page 2

Order number: _____

Your name: _____

Telephone number: _____

Reason for return / exchange:

- ...exchange for a different size
- ...other reason

I am returning...

- ...the entire order
- ...the following items:

Quantity	Item Name



Katie g.

Shipping & Returns Terms

You have the right to return or exchange the goods within fourteen days without giving any reason. In order to be eligible for return or exchange, pieces may be tried on but not worn. Pieces which show signs of wear will not be refunded and returned to the sender at their own cost. The withdrawal period is fourteen days from the day the goods were delivered. Unless the product is defective, all of the return or exchange shipping costs must be covered by the customer.

In case of a defective product we will refund the purchase price and cover the return costs. In any other case, such as an exchange for a different model or size, the return shipment is to be fully insured and the costs of shipment to be covered by the buyer.

In all cases, we ask you to contact us in advance via
info@katiegruber.com or [+43 681 2071 93 92](tel:+4368120719392)

