

EXCHANGE AND RETURN

In order to precede your inquiry as fast as we can, please complete this return-form and include the form with the returns. If you have any questions, please contact us at cc@sencecopenhagen.com

1. FILL IN CONTACT INFORMATION

CUSTOMER NAMES (GIVEN NAME, FAMILY NAME)

ADDRESS:

ZIP CODE AND CITY:

COUNTRY:

PHONE NUMBER:

E-MAIL:

2. INDICATE WHICH JEWELLERY YOU ARE RETURNING

ITEM NUMBER:

PRODUCT TYPE:

SIZE:

QUANTITY:

All information can be found in order confirmation email.

3. INDICATE REASON FOR RETURN

Complaint - The jewelry is faulty or broken

We can only return or exchange faulty items and defective products. Items that have been damaged due to incorrect use or care, unfortunately, cannot be accepted. For more caring tips, please read our care instructions.

I want the money refunded

Returns must be made within 30 days. We only accept jewelry returns, which are purchased in our online store. If the jewelry is purchased from one of our retailers; please direct your return to the retailer. The jewelry must be packed in the original condition as received, in the same packaging with original labels. Once the jewelry is well received by our Logistic Team at the warehouse and the return is approved, money will be refunded to the original method of payment or issued as online store credit.

Received the wrong item

If you have received different styles than intended purchase, we sincerely apologize for the inconvenience. You should get in touch with us regarding the situation as soon as possible, within 30 days after receiving the product. The jewelry needs to be returned with tags and original packaging and we will cover the costs of return, and ship the right items free of charge, we will offer you a complimentary discount for the next purchase, please email cc@sencecopenhagen.com for details to acquire the discount before your next purchase.

I want to exchange the jewelry

If you want to exchange the jewelry to another size or another material, please complete the following. You will have to cover the return costs. Please fill in the form and contact us at cc@sencecopenhagen.com

Received items
information

ITEM NUMBER:

PRODUCT TYPE:

SIZE:

QUANTITY:

New items
information

ITEM NUMBER:

PRODUCT TYPE:

SIZE:

QUANTITY:

4. NOTE

Please let us know if you have any comments.
