

NouvelleÂme

Jewelry for kids & moms

Return / Exchange Form

Please complete this form and include it inside the return parcel.

Return checklist (fast & safe)

- 1) Keep your proof of purchase (order number/receipt) and complete this form.
- 2) Items must be in new, unworn condition (no signs of wear) and returned with all accessories.
- 3) Pack the items securely in the original packaging (box/pouch, tags, gifts, certificates if any) to prevent damage in transit.
- 4) Exceptions: personalized/engraved items are not returnable (unless faulty). For hygiene reasons, pierced earrings/body jewelry (and similar items) may be non-returnable if opened or worn.
- 5) We recommend a tracked shipment. Keep your postage receipt until your return is processed.

Order Details

Full name: _____

Email: _____

Phone: _____

Order number: _____

Order date: _____

Delivery date: _____

Request type

☐ Exchange

☐ Refund

☐ 14-day withdrawal (EU)

Items to return

#	SKU / Code	Description	Qty	Reason code
1				
2				
3				

Reason codes

R1 Change of mind | R2 Wrong size | R3 Not as expected | R4 Defective
R5 Wrong item | R6 Damaged in transit | R7 Gift (not suitable) | R8 Other

Comments: _____

Refund details (if applicable)

☐ Original payment method (card/PayPal, etc.)

☐ Bank transfer (IBAN)

IBAN: _____

Account holder: _____

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Model Withdrawal Form (Template - EU Directive 2011/83/EU)

Complete this form only if you wish to withdraw from the distance sales contract (within 14 days). You may place it inside the return parcel.

To: NouvelleÂme - Returns Department

Email: _____

Return address: _____

Phone: _____

I hereby give notice that I withdraw from my contract of sale of the following goods:

Order number: _____

Order date (*) / delivery date (*): _____

Consumer name: _____

Consumer address: _____

Date: _____

Signature: _____

(*) Delete as appropriate. Note: The right of withdrawal may not apply to personalized goods and/or sealed goods which are not suitable for return for health protection or hygiene reasons, if unsealed.