









## RETURN/EXCHANGE INSTRUCTIONS

### WHERE DID YOU MAKE YOUR PURCHASE?

-  For purchases made on Amazon, returns are the responsibility of the customer. Log into your Amazon account where you can request a return within 30 days of the delivery date
-  In general, to make a return on Marketplaces you need to access the individual panels (Ebay, Rakuten...)
-  If you purchased on our site, please follow the directions below





### HOW TO MAKE THE RETURN (SITE) FOR EUROPE

-  **Log in to GioiaPura.com** with your e-mail and password, if you forgot it click on "Forgot your password?"
-  **Click on "Your Orders"** from the menu in the upper right hand corner
-  Follow the directions, **you will be able to choose a refund or exchange (Store Credit)**
-  The cost of shipping the return is the **customer's responsibility**
-  **Contact GioiaPura** if you wish to receive a return label, costs vary by country. Alternatively, you can ship them yourself. Those ordering from Germany will already receive a return label in the package, so you will not need to contact our customer service department to get one.

### HOW TO MAKE THE RETURN (SITE) OUTSIDE THE EEC

**If your return is to be made from countries outside the EEC, please contact GioiaPura customer service. The taxes to be paid vary from country to country. Customs duties will be applied.**

### CONDITIONS FOR RETURN/REFUND

-  Make sure the items are in the same condition as you received them
-  Gold wedding bands and personalized items cannot be returned
-  Refunds will be made within 15 business days of receipt of the return, as per the terms of sale **We will ship new orders placed with coupons only once we receive the return**
-  If you have received a non-conforming item, please contact us immediately! **We will resolve it immediately!**

## SERVICE AND WARRANTY



You can contact any official dealer within 24 months with a warranty or receipt. Find your receipt in your account on our website after you log in.



We offer you assistance through online customer service

## TIPS FOR CARING FOR YOUR PURCHASE

### TAKE CARE OF YOUR JEWELRY/WATCH



Avoid contact with water, detergents, soaps, creams and perfumes



Clean only with a soft cloth without the use of any product



It is advisable not to take baths or showers while wearing 3ATM or 5ATM watches

# THANK YOU!