

Formula: Returns and Complaints

In order for us to best handle any complaints and returns, please fill out this formula and send back with the jewelry you wish for us to handle. If you have any questions regarding returns or complaints, feel free to send us an email at np@nicolepiper.com or call +45 4260 4854 (normal call fees applies, so check with your provider).

1. Your information's

Full Name: _____

Address: _____

Zip code and City: _____

E-mail: _____ Order number which the complaint is about _____

2. What piece/pieces is the inquiry about?

Please state product ID or name of the piece/pieces: _____

Please fill out step 3 or 4 depending on whether it is a complaint or a return/replacement.

3. Complaint:

Nicole Piper gives you 2 years of complaint time on any damage caused by production or material flaws. The complaints DOES NOT include normal wear and tear of the jewelry and/or wear of gold plating. Please do inspect the jewelry upon receiving it, so that we can get any problems handled as soon as possible, so that you can enjoy your jewelry:!

3.1 Describe the problem the complaint is about:

3.2 Describe, if possible, how the problem occurred:

4. Return: please mark the box with what you wish (mark X)

I would like a refund please.

You have a 14 day full refund on any order purchased with NicolePiper.com, the 14 days start upon receiving the order. You can only receive a full refund if the piece/pieces are in the same state as when you received them and in the original packaging. You are responsible for the jewelry whilst it is on the way back to us, so please make sure the piece/pieces are packed the same way as when you received the, in order to protect them from any damage. The money will be back on your account within 14 days of us receiving the complaint.

Please state your banking information below (or put your paypal account email at the account number field):

Bank, location and country: _____

Registration: _____ account number: _____

I would like to change my order to something different from the webshop.

You can change your jewelry for up to 14 days from receiving it, please ensure that the jewelry is in new condition and in original packaging. You are responsible for the jewelry until it is received by us, so please make sure you use original packaging to protect the jewelry as well as possible. You will pay for sending it back to us, so please for your own sake, use the cheapest possible way.

Please state here which products you would like instead.

Product ID or product name: _____

I received the wrong jewelry!

We are terribly sorry about that mixup, please send the pieces back to us and we will make sure you receive the right jewelry, we will handle any cost on connection with this switch, again, we are very sorry about that mistake.

Please let us know the correct piece/pieces and we will send them ASAP!

Product ID or product name: _____

Signature and Date

Attention! All complaints and returns must be sent to the following address:

Nicole Piper, Att: return, Ternen 3, 6400 Sønderborg, Denmark

- Don't forget to include this formula -