

Guide to return and exchange of products

Dear Customer,

You have the right to cancel your purchase within 14 days without explanation. The right of withdrawal lapses 14 days after receipt of the goods.

To use your right of withdrawal, you must inform us unambiguously that you wish to withdraw, e.g. by letter or e-mail. You cannot simply choose not to receive/sign for the package upon delivery. You may use this return form, but this is not obligatory.

If you choose to cancel a purchase, you must return the goods in the same condition and quantity as when you received them. As the packaging represents a significant part of the product value, the product cannot be considered returned in the same condition and quantity if the packaging is not included. You are liable for ensuring that the return goods are packaged suitably. Thus, we encourage you to save the packaging until you are certain that you wish to keep the product. You are liable for any reduction in the value of the product arising from other handling than what is required to determine the nature and properties of the product and the way it works.

You must return the product(s) without undue delay and no later than 14 days from the date on which you informed us of your wish to withdraw.

Product returns must be sent to the following address:

Georg Jensen Retail A/S
Amagertorv 4
DK-1160 Copenhagen K
Denmark
Att: E-commerce/Heritage

If you wish to arrange for return shipping yourself, then you pay the return shipping cost. Remember to duly insure the shipment so that you may claim compensation from the shipping provider if your package is lost in transit.

We will pay for the return shipping cost provided that you follow the below procedure. Please note that we do not accept packages sent as cash on delivery.

Products should be returned via UPS. Send an e-mail to Customer Service at heritage@georgjensen.com with the subject line:

"Return/Exchange of order number xxxxxxxx (insert your order number which can be found on your Order Confirmation)".

We will contact you and arrange for pick-up by UPS. We will make sure that the relevant paperwork is completed and that UPS collects the package during normal working hours at a place convenient to you. Alternatively we can e-mail you a freight label and you can drop off the package at the nearest UPS store.

When you cancel a purchase we will refund your payment to your account as soon as possible and no later than 14 days after we have received your notification that you wish to withdraw. We can, however, withhold the refund until we have received the return product or you have provided us with documentation showing that the product has been returned. If you follow the above procedure for returning with UPS via our Customer Service, you meet this requirement.

Refunds are normally transferred to the payment card with which the purchase was made. In connection with pre-payment via bank transfer, the refund will normally be transferred to the account from which payment for the purchase was made.

If there is a price difference we will contact you to settle the outstanding/refund the difference. When the new product has been dispatched you will receive an e-mail with invoice and UPS tracking number. With this number you can follow the shipment on www.ups.com.

EXCHANGE

If you wish to exchange a product you purchased, Georg Jensen will pay the return shipping cost as described above for the first exchange. If a product is to be exchanged multiple times, e.g. if the size is wrong, you must pay the shipping costs for any additional exchange.

If you have any questions or concerns, please do not hesitate to contact us at heritage@georgjensen.com or by telephone +45 33 11 52 52. Telephone assistance is available Monday - Friday from 10:00 - 15:00 CET.

Best regards,

Georg Jensen
E-commerce Team

GEORG JENSEN

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AMAGER TORV 4 | 1160 COPENHAGEN K

Return form for withdrawal

(Please fill in and include in the return package)

For Georg Jensen, Amagertorv 4, 1160 Copenhagen K, Denmark, Att: E-commerce/Heritage, tel.: +45 33 11 52 52, e-mail: heritage@georgjensen.com

I wish to return the following purchase:

Order number _____ Date shipment was received _____

Item number _____ Product name _____ Quantity _____

Item number _____ Product name _____ Quantity _____

Item number _____ Product name _____ Quantity _____

Full name _____

Address _____

Postcode & town/city/state _____ Country _____

Date _____ Signature _____

Exchange

(You may also choose to exchange the item for another. Below, please indicate the item you wish to receive instead)

Exchange to
Item no/name/size _____

In order for us to improve our future service and to help us understand the background for your return/exchange, we kindly ask you to fill in one of the below options:

The product does not meet my expectations
Please elaborate _____

The product received does not match my order
Please elaborate _____

The product is broken/damaged upon delivery
Please elaborate _____

Other reasons
Please elaborate _____

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