

GEMOLOGY

COSMETICS PARIS

FORMULAIRE DE RETOUR

CONDITIONS OF RETURN/EXCHANGE OF PRODUCTS :

1 - Withdrawal

You have a period of 14 clear days from the reception of your order on gemology.com to retract your order, without having to justify your reasons or pay penalties.

days to retract your order, without having to justify your decision or pay any penalties, with the exception of the return shipping except for the return shipping costs which remain at your charge. To do so, you can fill out the retraction form which can be downloaded from gemology.com and sent to info@helocosmetics.com.

As of your withdrawal, you then have a period of 14 days* to return the product(s) you wish to purchase.

You then have 14 days* to return the product(s) you wish to be reimbursed, along with the present form.

* If the 14-day period expires on a Saturday, Sunday or public holiday, it is extended to the next working day.

2 - Non-conformity

In accordance with our General Terms and Conditions of Sale, in the event of a defect in the package or product(s), you can return it (them) within 14 clear days from the reception of the order, accompanied by this form, in order to obtain a free exchange.

DETAILS CONCERNING YOUR ORDER :

You will find all the information about your order on the Delivery Note provided with your order.

Last name :

First name :

Order number :

Customer e-mail address :

Date received :

DETAILS OF RETURNED PRODUCTS :

Reference	Product name	Quantity	Reason for return (excluding withdrawal) - Detail in case of non-conformity

RETURN ADDRESS :

Please return your items to the address below.

HElo Cosmetics, 6B1 Rue Grande Bruyère, 4840 Welkenraedt, Belgique

For more information about our return policy, you can consult our terms and conditions of sale terms and conditions of sale on the gemology.be website.