

Product return/exchange form

Thank you for shopping on www.setinstone.it/en online store. We hope you are satisfied with your new purchase. If the purchased product did not meet your expectations, you can return or exchange it within 14 working days from the delivery date. Complete this return form using the instructions below.

Name Surname
Return date
Address
Email address
Order number
Telephone number

Item code	Product name	Return (check)	Exchange (check)	Reason code (find bellow)	Information for exchange Please specify the exact exchange information, desired size, product name, etc.
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

- | | |
|--|-------------------------------|
| 1 - The product looks different than in the photos | 4 - I changed my mind |
| 2 - I ordered more than one size | 5 - Low-quality product |
| 3 - Incorrect size | 6 - I received the wrong item |
| | 7 - Other (specify) |

Other information

Return information

All products purchased on www.setinstone.it/en online store come with a 2-year warranty. This warranty does not apply if the product is damaged due to improper wear or maintenance. All orders placed on www.setinstone.it/en website can be exchanged for other products in the same price group within 14 days of receiving the goods. If the purchased product did not meet your expectations, you can return it within 14 days from the day of purchase. We will return the money to your account within 6 working days. Please note, when exchanging or returning an item, shipping costs are not covered. Please place the exchange/return item in the original box, complete the return form and pack everything securely. Mark the package "Exchange item" or "Return item". We recommend using shipping insurance to ensure the safe shipping of your jewellery.

Jewellery is non-exchangeable/non-refundable: 1. When the product label is damaged; 2. When the product inspection seal is damaged.

All products sent for exchange/return must be sent in the original packaging. Shipping costs are not covered when exchanging/returning an item.

Contacts for inquiries:
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