INFORMATION AND CONDITIONS OF USE CONCERNING EXERCISING YOUR RIGHT OF WITHDRAWAL

Right of withdrawal:

You have a right of withdrawal for a period of fourteen (14) days from the date on which you, or a third party, other than the carrier, and nominated by you, takes physical possession of the item purchased (in the case of an order of several items and a split delivery, this right is considered to start from the date on which you take physical possession of the last item).

To exercise your right of withdrawal, you need to notify us of your decision to withdraw in writing, prior to the expiry date (without having to give a reason), by post or e-mail to the following address:

Postal address:

Bijouterie Ferret, 2 Avenue de Verdun - 06000 NICE

E-mail address:

info@ferret.fr (when sent by e-mail, you will receive an acknowledgment of receipt by return)

The attached form may be used for this purpose, although it is not mandatory. If you send us your request by post, whether hard copy or electronically, in the interests of providing the best service possible, please indicate: the date of the request, your full contact details, your order number and date, as well as the product reference(s) of the item(s) returned and the date you received the product. If the request is sent by post, please remember to sign the letter.

Effects of withdrawal:

In the event of a withdrawal on your part, we undertake to refund any payment(s) received and payment(s) received for products returned, including the delivery (with the exception of additional costs arising from the fact that you have chosen, where applicable, a delivery method other than the least expensive standard delivery method offered by us), without undue delay and no later than fourteen (14) days from the date on which we are informed of your decision to withdraw. The refund will be processed using the same payment method you used to make the original transaction, unless you expressly request another method (orders paid by credit or gift vouchers can only be refunded by credit or gift vouchers); in any case, this refund will not incur any additional costs to you.

Refunds may be deferred until we have received the returned goods or proof of shipment of the goods, whichever is earlier. **You are responsible for the direct costs of returning the goods**. Products which you have requested to be engraved are personalised and are no longer suitable for resale. These products cannot therefore be returned under the right of withdrawal.

Similarly, the product must be returned to us in its original condition, i.e. new, complete and free of any trace of use other than that necessary for establishing the nature, characteristics and correct functionality of the product. Items that have been used excessively (a fitting of the product is tolerated, in the same way as when purchasing in a retail outlet), damaged, soiled or incomplete will not be accepted for return.

You are responsible for ensuring that the product(s) is (are) packaged and protected in a way that makes it (them) easy to ship.

-- WITHDRAWAL FORM --

(Please complete and return this form only if you wish to withdraw from the sales agreement and within 14 days of taking physical possession of the item(s).

Please note: The use of this form is not compulsory. You can submit your request by post or e-mail in accordance with the attached information notice entitled:
INFORMATION AND CONDITIONS OF USE CONCERNING EXERCISING THE RIGHT OF WITHDRAWAL)

To: Bijouterie Ferret, 2 Avenue de Verdun - 06000 NICE

I hereby notify you of my decision to exercise my right of withdrawal from the agreement for the sale below:

Order No.: ....   **Date of Order: ....**

Invoice details:

Surname: ....   **First name: ....**

Postal address: ....

E-mail address: ....

Product Ref.	Description	Date of receipt	Quantity	Value inc. VAT
Reason for return:				
Reason for return:				
Reason for return:				
Reason for return:				

Location ……

Signature…...

Date ……

To return to: Bijouterie Ferret, 2 Avenue de Verdun - 06000 NICE Or by e-mail

To: info@ferret.fr (In all cases, an acknowledgement of receipt will be sent to you by e-mail)