INFORMATION AND CONDITIONS OF USE CONCERNING THE EXERCISE OF THE RIGHT OF WITHDRAWAL

Right to retract :

You have a right of withdrawal of fourteen (14) days after the day on which you, or a third party other than the carrier and designated by you, physically takes possession of the item ordered (in the case of the order of multiple items and a split delivery, this right counts from the time of physical possession of the last item).
To exercise your right of withdrawal, you must, before the expiry period, notify us of your decision to withdraw in writing (without having to justify a reason), by post or email to the following contact details:

Address :

FRAYSSINET, 5-7 Passage Lonjon, 34000 MONTPELLIER
E-mail address: contact@frayssinet-joaillier.fr ((electronically, an acknowledgment of receipt will be sent to you in response)

You can do this using the attached form, duly completed, but it is not mandatory. If you send us your request by free mail, whether on paper or electronically, in order to provide the best possible treatment, please mention: the date of the request, your full contact details, your number and date of order, as well as the reference (s) of the returned item (s) and the date of receipt of the product. In the case of a paper request, by post, do not forget to put your signature on it.

Effects of withdrawal:

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

Reimbursement may be deferred until we have received the returned item or provided proof of shipment of the item, the date selected being that of the earliest of these facts.
             * The direct costs of returning the goods are your responsibility. *
The products on which you have requested an engraving are personalized and become unsuitable for resale, these products cannot therefore be taken back under the right of withdrawal.

Likewise, the product must be returned to us in its original condition, that is to say new, complete and free of any trace of use other than that necessary to establish the nature, characteristics and proper functioning of it. this ; items that have been worn excessively (a fitting of the product is tolerated, in the same sense as when purchasing in a physical store), damaged, soiled or incomplete will not be accepted for return.

You will take care of the packaging and protection of the product (s) to allow the best conditions of transport.

– WITHDRAWAL FORM –

(Please complete and return this form only if you wish to withdraw from the sales contract and within 14 days of taking physical possession of the item (s).
Reminder: the use of this form is not compulsory, you can make your request by free mail or electronic mail in accordance with the attached information notice entitled: INFORMATION AND CONDITIONS OF USE CONCERNING THE EXERCISE OF THE RIGHT OF WITHDRAWAL)
For more information on this form, please consult our Frequently Asked Questions or contact us by phone at 04.67.54.75.40.

TO : FRAYSSINET, 5-7 Passage Lonjon, 34000 MONTPELLIER, FRANCE.

I hereby notify you of my decision to exercise my right of withdrawal from the contract relating to the sale below:
Order N °:
....
Date of order:
....
Billing information :
………………………………………………………………….…………………
Last name
:.………………………………………………………………………………….…………….
First Name :
....
Address :
....
..
…………………………………………………………………………………………………
……………..
Email address :
…………………………………………………………………….........................

Reference	Designation	Date of receipt	Quant.	Amount All Taxes Includded

Reason for return :

Reason for return :

Reason for return:

Reason for return:

Made in : ....

Signature: ....

Date : ....

Send to : FRAYSSINET, 5-7 Passage Lonjon, 34000 MONTPELLIER, France or by e-mail to: : contact@frayssinet-joaillier.fr.

(In all cases, an acknowledgment of receipt will be sent to you by email)