



## PROCEDURE OF RETURN BY MODULA GIOIELLI

### **STEP 1:** *Request the return of your product*

To request the return of your product, log in to our site and moved to the section: "My account" > **Order history and details** and select the order for which you want to return the product by clicking the "**Details**" button. Once you have selected the product, enter the explanation for your return and click on "**Ask for a refund**".

We will check if your order is within the time limit to be able to return and then, if everything is in order, you'll come authorized to carry out with **STEP 2**.

NB: Before sending the goods, please wait for our confirmation, we will not accept any kind of return unless authorized.

*If you find problems during the return procedure, contact us at: [support@modulagioielli.com](mailto:support@modulagioielli.com) by providing your details and the reference of your order.*

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### **STEP 2:** *Preparing the package to sent*

After receiving the return authorization, print the return bubble that you will find on our website ("My account" > Product return"), and enter it inside the package with the product.

Finally print the stub at the end of this document and completed, apply the sheet on the package.

### **STEP 3:** *Wait for our news*

As soon as we receive your package we will send you an e-mail notification and if everything appears in order, the refund process will begin.

*If you find problems during the return procedure, contact us at: [support@modulagioielli.com](mailto:support@modulagioielli.com) by providing your details and the reference of your order.*

Print the slip and once filled in, apply it to the pack.

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<b>Sender: (name and surname)</b>	<b>RECIPIENT:</b>
	Modula Gioielli s.a.s.
<b>ORDER REFERENCE:</b>	Via Cimitero, 7
	80059 – Torre del Greco (NA)