

# RETURN OR REPLACEMENT

If you wish to return or replace a product, you can do so within 30 days of delivery, following the steps below.

## REFERENCE DOCUMENTS

- A** - Invoice
- B** - Return and replacement form
- C** - DHL Shipment Airway Bill (3 copies)



### STEP 1

Using the enclosed **Exchange & Returns form B**, indicate which item(s) you wish to return / exchange and the reason why.

## CUSTOMER CARE

For exchange or if you require further assistance, please call us on **02/963 05 05**

or write us an e-mail:  
**office@jenistyle.com**

Monday to Friday, between 10.00 Am and 17.00 PM CET



### STEP 2

Insert the **Exchange & Returns form B** with item(s) you wish to return / exchange in the original packaging.



### STEP 3

If you wish to exchange an item, contact our Customers Care team to reserve the new size.

## PICK-UP WITH DHL

Please call DHL directly to arrange the pick-up. You will find the telephone number at **www.dhl.com**

Please have the following information ready:

1. DHL account number:  
**0700 17 700; +359 (2) 9309400**
2. Return Address:  
1142 Sofia, Patriarh Evtimii Blvd 12
3. Pick-up address
4. Complete **DHL Shipment Airway Bills C**



### STEP 4

Contact DHL for shipments abroad or ECONT for shipments in Bulgaria.



### STEP 5

Please have the **DHL Shipment Airway Bills C** marked "Shipper's Copy" signed by DHL pick-up service for your own records, handing over the remaining 2 Airway Bills to DHL. Close the package securely.

## PICK-UP WITH EKONT

Please call EKONT directly to arrange the pick-up.

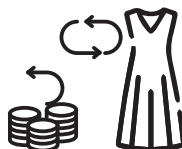
Please have the following information ready:

1. Econt account number: **0 7001 7300**
2. Return Address:  
1142 Sofia, Patriarh Evtimii Blvd 12
3. Pick-up address
4. Complete **Shipment Bills C**



### STEP 6

Once we receive the package, we will confirm receipt.



### STEP 7

All approved returns will be credited as soon as possible (currency, account and payment method as used for original purchase). The previously reserved exchange item will be dispatched immediately.