



## EXCHANGE / RETURN POLICY

Each jewelry piece we produce comes with a Lifetime Guarantee against any defects in materials or craftsmanship.

Exchanges or returns of a new, unworn piece will be accepted within 15 days of original purchase date.

Returns must include all original packaging.

We will accept any new, unworn piece for exchange, you pay only the price difference, if applicable, plus shipping, handling and insurance.

Customized jewelry item sales are final and are not eligible for exchange or return.

The exchange/return value is determined by the purchase price of the item.

If you need to exchange or return an item, please contact us by email at [ahepa@kouzoupis.gr](mailto:ahepa@kouzoupis.gr).

Exchanges or returns must be shipped directly to Kouzoupis Jewellery S.A..

We recommend that you ship your package with a carrier who will provide a tracking number, and for security purposes do not write the word JEWELRY anywhere on your package.

Once your package has been received, the item will be inspected and its condition evaluated.

We will contact you to verify whether or not your item is eligible for refund/exchange, and if so, it will be processed within 7 business days.

If there is a refund due, a credit will be issued in the original form of payment.

Please note that if we refund your credit/debit card, your banking institution may require additional days to process and post this transaction to your account once they have received the information from us.