RETURN | EXCHANGE | CORRECTION FORM

order number _____

full name of the person who placed the order | phone

return delivery address (in case of exchange or correction)

IBAN of a personal account for the refund when returning an order

☐ **RETURN** ☐ **EXCHANGE** ☐ **CORRECTION**

type of exchange | correction

☐ S
☐ M
☐ L

☐ 35cm
☐ 40cm

**please don't forget to put this form in the parcel when handing it over to the Speedy courier*

GENERAL GUIDANCE AND INFORMATION

RETURNS

You can return part or all of your order **within 14 days of receiving it**. Before that, you **must** submit a return request on **flicka.bg** – from **"My Orders"** in your profile or from the returns page on the website. If your order was not placed on www.flicka.bg, please email us at **hello@flicka.bg** with the subject **"PRODUCT RETURN REQUEST"**. The jewellery must show no signs of wear and must be in its original packaging. The amount will be refunded **by bank transfer within 14 days.**

EXCHANGES

You can exchange your order **within 14 days of receiving it**. Fill in the form and describe the exchange details. You can exchange for the same model or for a different one. Any price difference is settled by cash on delivery or bank transfer.

CORRECTIONS

Describe the correction you would like in the field. For jewellery on elastic cord, please note the snug circumference of your neck, ankle or wrist. Details on the warranty terms, as well as information about corrections of jewellery outside the warranty, can be found on www.flicka.bg in the **"Warranty Terms"** section.

RETURN | EXCHANGE | CORRECTION ADDRESS, VIA SPEEDY

FLK ART EOOD
00359 87 776 7099

SOFIA, BULGARIA
22 CHAVDAR MUTAFOV ST.

**courier fees are paid by the customer*
**for more information: +359 87 776 7099 | hello@flicka.bg*