

Dear Customer

Purchases can be returned within 14 days after the receipt of goods. You have the right to open the package to check your goods, but products must be returned unused and with all its original packaging and tags on the clothes in perfect conditions. You will receive a reimbursement for the value of the returned item(s) within 14 days after the product has returned to us. We are entitled to withhold reimbursement until we have received the goods back from you or until you have produced evidence of having sent back the goods. Please be aware that it can take up to 10 working days until the refunded amount is visible in your payment method.

Please contact us and specify your order number and the items you want to return. We advise you to always keep the shipping receipt, until you received our confirmation about receiving your returned parcel. Keep in mind that you are held responsible for the parcel until the items have returned. Always add your name, order number and return reason to the parcel before returning it together with this returns form to the following adress:

Marie-Laure
c/o Sarah Schott Kreation
Kasernenstrasse 83
7000 Chur

Once we received your items, we will get in touch with you directly through the email address that you used for placing the order. We will then confirm the return and either provide the corresponding voucher or confirm the processing of the refund, depending on each case.

As specified in our Terms and Conditions on our website you will have to pay your own return shipping costs. We are a growing brand and simply cannot afford to offer free return shipping. We strongly recommend you obtain a proof of postage receipt from the Post Office as we can't be held responsible for packages that fail to arrive.

In case any of your items arrives damaged, please contact us directly through our web form or via e-mail and tell us the order number and a description of the issue. We'll get back to you to request a picture, to get a better understanding of the situation and see what could've possibly happened, and then explain how to proceed depending on each case.

Thanks for supporting us!

MARIELAURE.CH

Returns Form

Please complete this form, indicating the reason for return and follow the instructions to return your item(s). By telling us more about your reason to return, you help us to improve ourselves. Mark your reasons with an «X» or write them down with words inside the following chart. If you need to return more items, feel free to continue writing on the back. Thank you!

Order Nr. _____

Name/Surname: _____

Item Name	Size	Colour	Quantity	Shape	Colour	Quality	Small	Big	Other