

EXCHANGE / RETURN FORM

All unworn pairs are fully exchangeable or reimbursable within 100 days of the date of purchase.

Please return the shoes to the following address:

Chatelles Logistic Center / ESAT – 112, rue du Château – 76410 Cleon France

NAME AND SURNAME: _____

ORDER REFERENCE: _____

Please kindly select the desired option:

EXCHANGE

We will cover the DHL costs to send back to you the exchanged shoes (shipping costs to return us the original order are borne by the client).

IMPORTANT: For non-EU clients, please send an email to contact@mychatelles.com before returning the goods and kindly mention on the parcel that the content does not have any commercial value (or 10€), thank you. If you want to exchange the slippers, we will mention the same on the parcel so that neither party has to pay undue import tax twice.

I RETURN THIS STYLE (PLEASE MENTION THE SIZE): _____

AND I WANT TO EXCHANGE IT FOR THIS OTHER STYLE: _____

SIZE: _____

WITHOUT TASSELS

TASSELS COLOURS: _____

NAME AND SURNAME: _____

SAME ADDRESS AS ORIGINAL ORDER

NEW ADDRESS: _____

COUNTRY: _____

TELEPHONE: _____

EMAIL: _____

REIMBURSEMENT

You will be reimbursed the price of your original order plus the price of the original shipping costs (shipping costs to return the shoes are borne by the client). Pairs purchased during private sales or sales are only exchangeable or a voucher code valid for 1 year can be created (not refundable).

Did you follow the size indications on the website?

Yes

No

COMMENTS