

# redLine

PARIS

[www.redline-boutique.com](http://www.redline-boutique.com)

## AFTER-SALES SERVICE

Last Name:

First Name :

Adresse :

Zip Code :

City :

Country :

Phone Number :

Email :

Thread Color :

Total Size :

Comment :

To retrieve your jewelry, please proceed with the payment of the return shipping fees using the link below :

<http://www.en.redline-boutique.com/expedition-shipping.html>

A shipping fee must be purchased for each item returned (one shipping fee per returned piece).

However, several items may be grouped together in a single parcel.

Please select the destination corresponding to your location:

Metropolitan France: €15

French Overseas Territories (DOM-TOM): €35

United Kingdom: €35

Europe: €35

International: €35 (USA and Mainland China : €45)

Please enter your order number here :

Please print this form and include it inside your parcel when returning your jewelry to :

SAV Redline - 182 rue de Rivoli - 75001 Paris - France

Please note: Do not include any jewelry boxes or packaging, as additional fees may be charged for the return shipment. (FedEx is not accepted).

Redline - sav@redline.paris - 182 rue de Rivoli - 75001 - Paris - Tel : +33 1 44 88 02 11



## **INTERNATIONAL SHIPPING REQUIREMENTS – MANDATORY**

Any shipment that does not strictly comply with the instructions below may be refused or returned to the sender.

### **1. AFTER-SALES SERVICE FORM (SAV) – MANDATORY**

The After-Sales Service Form must:

- Be fully completed
- Be enclosed inside the parcel

#### **Shipping policy:**

A transport fee must be paid for each piece of jewelry returned (one shipping fee per item). Several items may be grouped together in a single parcel.

### **2. PREPARATION OF THE PARCEL**

The jewelry must be :

- Securely packaged (pouch or other protective wrapping)
- Accompanied by the completed After-Sales Service Form (SAV)
- Accompanied by a copy of the warranty certificate or invoice, if available

### **3. CUSTOMS DECLARATION – STRICTLY MANDATORY (FOR NON-EU SHIPMENTS)**

A pro forma invoice must be affixed to the outside of the parcel.

#### **Mandatory wording :**

“Temporary return for repair – No commercial value”

#### **Strict requirements :**

- Do not issue a commercial invoice
- Do not declare the real purchase value
- Declare only a symbolic value (1-10 €)
- Export reason: “Repair and return”

#### **Precise description must state :**

“RedLine bracelet – return for repair – no commercial value”

HS Code, if required :

7113 or 7117, depending on the metal.

#### **On the CN23 form :**

Tick “Other”

Indicate: “Return for repair – No commercial value”

### **4. CARRIER REQUIREMENTS**

For shipments outside Europe:

- It is strongly recommended to use standard national postal services.
- Do not use DHL, UPS, FedEx, TNT, or EMS Express.

#### **RedLine assumes no responsibility in case of :**

- Customs fees generated by an incorrect declaration
- Customs hold or blockage
- Automatic return of the parcel
- Loss due to the use of a carrier that does not comply with the above instructions

### **5. LIABILITY & REFUSAL CONDITIONS**

Any parcel may be refused or returned to the sender at their expense if it is:

- Declared as “Gift”
- Declared as “Merchandise”
- Declared with a real commercial value
- Sent without the required mention “Return for repair”

### **6. INSURANCE**

If your carrier requires a high insurance value:

- This value must be declared only to the carrier
- The pro forma invoice attached to the parcel must remain without commercial value

### **7. TIMEFRAMES & FEES**

All outbound and return shipping fees are the responsibility of the customer. The payment link for return shipping is provided in the After-Sales Service Form. A repair estimate may be issued if necessary before work begins.

## PRO FORMA INVOICE – RETOUR SAV REDLINE

### SENDER

Name :

Address :

City :

Zip :

Country :

Telephone :

E-mail :

### RECIPIENT

REDLINE – Service Après-Vente

182 Rue de Rivoli

75001 Paris – FRANCE

Tel. : +33 1 44 88 02 04

Email : sav@redline.paris

### PRO FORMA INVOICE

Reason for shipment : *Retour SAV réparation – Temporary return after-sales service (repair)*

Declared value : € *(No commercial value)*

HS Code : *7113.19 (Jewellery of precious metal)*

Country of origin : *FRANCE*

### ITEM DESCRIPTION

Item :

Reference or Order Number :

Qty :

Unit value : €

Total value : €

**Declaration :** This shipment is a temporary return for after-sales service (repair). No change of ownership. No commercial value.

Date :

Signature :

## EXAMPLE

### SENDER

Name : **EVE ZHANG**

Address : **45 DRIVE RD**

City : **TORONTO**

Zip : **780563**

Country : **CANADA**

Telephone : **+1 44 88 02 00**

Email : **evezhang@gmail.com**

### RECIPIENT

REDLINE – Service Après-Vente  
182 Rue de Rivoli  
75001 Paris – FRANCE  
Tél. : +33 1 44 88 02 04  
E-mail : sav@redline.paris

### PRO FORMA INVOICE

Reason for shipment : *Retour SAV réparation – Temporary return after-sales service (repair)*

Declared value : **2 €** (No commercial value)

HS Code : *7113.19 (Jewellery of precious metal)*

Country of origin : **FRANCE**

### ITEM DESCRIPTION

Item : ***Illusion***

Reference or Order Number : **20B**

Qty : **1**

Unit value : **2 €**

Total value : **2 €**

**Declaration :** This shipment is a temporary return for after-sales service (repair). No change of ownership. No commercial value.

Date : **15/05/2027**

Signature : *EVE ZHANG*