

## **Thanks you for your purchase on [www.shinzo.paris](http://www.shinzo.paris)!**

Here are the information for a return request or exchange.

You have 14 days upon the receipt of your order  
to send us back your products.

### **1. You have a customer account on [www.shinzo.paris](http://www.shinzo.paris)**

- On the website, go to the «My Account» section and log in.
- Click on «Returns» and select the order and the product(s) for which you want to make a return.
- Fill out the form specifying the nature of your request (*refund, exchange or error on the order*)
- We will open the return and exchange procedure that will allow you to track each step of your request in your customer account and by e-mail.
- Upon approbation of your request, please return your order to the following address:

**Shinzo Paris**  
**39, rue Etienne Marcel**  
**75001 PARIS**  
**FRANCE**

### **2. You don't have a customer account on [www.shinzo.paris](http://www.shinzo.paris)**

- If this is a refund or exchange request, fill in the form on the back and attach it to your mailing.
- If it is an error on the order or a problem of delivery (*damaged package...*), please contact our customer service:



**[customer.service@shinzoparis.fr](mailto:customer.service@shinzoparis.fr)**



**+33 (0)1 42 36 40 57**



**[www.shinzo.paris](http://www.shinzo.paris)**

#### **Useful information :**

- Delivery costs are not refunded.
- Excepting errors on our part, the costs of returns are on your charge.
- Please note that customs fees and taxes will be at your expense.
- As part of an exchange, we will cover the costs of re-shipping your order (only within the U.E).  
For worldwide re-shipments, the costs will be at your expense.
- The choice of the carrier and the related risks are the responsibility of the buyer. SHINZO Paris declines all liability in the event of loss or damage to a package during transport.
- The products must not have been worn or even tried outdoors, we reserve the right to refuse a return depending on the condition of the product.
- Shoe boxes, packaging and labels must also be returned in their original state. In case of receipt of products worn, damaged or modified, we will not make an exchange or refund.
- In times of high demand, the exchange and refund procedure can take up to 14 days.

**Return & exchange form**

Please fill in all the fields.

**1. General informations**

Order Number : .....

Name : .....

First name : .....

E-mail : .....

Phone : .....

**2. Reason for return**

I want a refund (with the exception of shipping). We will refund you on the same way you placed your order  
(Credit Card, Paypal...)

The size does not fit me, I want to trade for a size .....

I want to change the model:

.....

There was a mistake / problem on my order, (please explain):

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.....

.....

**3. Forwarding address**

**Shinzo Paris  
39, rue Etienne Marcel  
75001 PARIS  
FRANCE**