

RETURN / EXCHANGE



For an optimal processing time, please fill out the 3 steps of the return form in full.

You have 30 days from the date of receipt of your order to return your items. We only accept products and boxes returned in their original condition and always labelled. Otherwise we will not be able to make an exchange or refund.

NB: The return costs are the responsibility of the customer except if an error on our part is found. If you opt for an exchange or a credit note, the return shipping costs are at our expense.

1. INFORMATION

Order No. : _____ Telephone No. : _____
Last name : _____ First name : _____

NAME OF THE PAIR TO BE RETURNED / REFERENCE	SIZE	CODE*	RETURN REASON
			1. Size too large 2. Size too small 3. Error with the order 4. The model doesn't fit me 5. Other

* This code corresponds to the return reason number. You will find the number corresponding to your request in the column "RETURN REASON".

2. YOUR RETURN SOLUTION

4 possible options :

A) RETURN WITH AN EXCHANGE ☐ B) RETURN WITH A CREDIT NOTE ☐ C) RETURN WITH A REFUND ☐

If exchange, specify model and size : _____

3. RETURNS

Please return your item(s) together with this completed return slip to the following address :

OPIUM PARIS — RETURN SERVICE
19 rue pierre lescot
75001 PARIS