

RETURN INSTRUCTIONS

The period for returning articles is up to 30 calendar days from the date of purchase. However, in the event of a delay in the delivery of your order, you have a minimum of 14 calendar days to return your article, starting from the moment you receive.

All returns are processed through your personal account on our website.

01. Access the Me&MyLife website and go to the “My Account” section.

02. Insert your email and password. You can also access by clicking on the Facebook or Instagram icons (provided you have previously associated your account).

03. In your profile, go to the “My Orders” section.

04. Select the order you wish to return (If the option does not appear, kindly contact us). In case you have purchased several articles in the same order, select the article or articles you wish to return.

05. Indicate the reason for the return.

06. Accept the Returns Policy.

07. Click on ‘Return’.

08. You will get an email confirming your application for return has been duly received.

09. You will get a second email containing a link to the DHL Returns web service that will enable you to specify the date and collection time slot. This mail will include:

- a. Link to the Return Instructions.
- b. Number of Return Label (it is the same as the number on the label included in your Return Kit). Número de Etiqueta de Devolución (es el mismo que aparece en la etiqueta de devolución de DHL que se incluye en su Return Kit).
- c. Number of Return Label (it is the same as the number on the label included in your Return Kit).
 - i. Select your country.
 - ii. In the option: “Do you need a shipping label?”, indicate NO.
 - iii. Then indicate “I have a DHL Waybill Number”.
 - iv. After that, write the Return Note Number that appears on your DHL Return Label.
 - v. Indicate your country calling code.
 - vi. Indicate the same telephone number as the one provided for the original shipment.
 - vii. Finally click on ‘Next’ and indicate the date and collection time slot that is most convenient for you.

10. Prepare the article you wish to return in a closed package; preferably use the same box as the one in which the article was shipped to you. If you have lost the box, use one with similar dimensions. Bear in mind that it must fit inside the bag included in the Return Kit.

IMPORTANT: THE ARTICLE(S) CAN NEVER BE LEFT EITHER LOOSE OR UNPROTECTED INSIDE THE BAG.

11. Do not forget to include your original box or pouch inside the package, together with the purchase invoice, the Certificate of Authenticity and all accessories included (Pouch, Jewelry Cleaning Cloth, Catalog, Free Stickers, etc...). If you fail to do so, Re-Stockage expenses may be deducted from the amount refunded to you.

12. Place the box in the Return Bag and close it.

13. You will find two DHL Return Labels in your Return Kit. Don't stick them on the bag. Give both Return Labels to the DHL courier at the time of collection.

If you are not quite sure about how to return an article, you will find more detailed instructions on our website

Do not hesitate to contact us at returns@meandmylife.com if you require any further information.