

## RETURN INSTRUCTIONS

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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 it.

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 Return Policy.
07. Click on ‘Return’.
08. You will get an email confirming that 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 email will include:

- a. Goods Return Note in PDF format. This is an essential document required for your package to go through customs. If it is not included, your package will be retained by customs.
- b. Link to the Return Instructions on our website.
- c. Number of Return Label (it is the same as the number on the DHL Return Label included in your Return Kit).
- d. Link to the DHL Returns web service.
  - 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, insert 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 that was provided for the original shipment of your package.
  - vii. Then click on Next and indicate the date and collection time slot that is most convenient for you.

10. Prepare the article you are going 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 that is 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. Print 3 copies of the Goods Return Note and put them in the compartment for documents located on the back of the DHL Return Bag.
14. 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](mailto:returns@meandmylife.com) if you require any further information.