

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 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 MRW Returns web service that will enable you to specify the date and collection time slot.
 - a. Click ‘Start Now’.
 - b. Select whether you wish a collection from your home or from a MRW office.
 - c. Insert the date of collection that is most convenient for you.
 - d. In the field ‘Reason for Return’, select ‘Others’.
 - e. Confirm that you accept the Terms and Conditions of the Return Policy.
 - f. Accept that your personal data will be processed by MRW.
 - g. Click on ‘Confirm Return’.
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 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. Close the MRW bag.
13. The courier will bring the MRW return labels and will be in charge of sticking them on the bag 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.