

Thanks you for your purchase on www.shinzo.paris!

Here are the information for a return request.
You have 14 days upon the receipt of your order
to send us back your products for a refund.

1. You have a customer account on 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 or error on the order*)
- We will open the return 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
12, rue de la Charonnerie
93200 Saint Denis
FRANCE

2. You don't have a customer account on www.shinzo.paris

- Fill in the form on the back and attach it to your mailing.
- If it is an error on the order (*mistake on the product / size from our side*) or a delivery problem (*damaged package...*), please contact our customer service:



customer.service@shinzoparis.fr



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.
- 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 a refund.
- In times of high demand, the refund procedure can take up to 14 days.

Return form

Please fill in all the fields.

1. General informations

Order Number (*For example: 45551*) : _____

Name : _____ First name : _____

E-mail : _____ Phone : _____

2. Reason for return

☐ I want a refund (excluding shipping costs). We will refund you on the same way you placed your order
(Credit Card, Paypal...)

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

3. Forwarding address

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12, rue de la Charonnerie
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