

www.afbeads.lv return policy information

You may return received products within 7 days from the date the package was delivered to you.

We do not accept for returns open boxes, kits, bags, and sales items.

Returned products must be in their original status and packaging.

Please follow the instructions below when returning the merchandise.

1. Fill out the product return form on the back of your invoice and include it with your return.
2. Package the products carefully for return shipment. We recommend a bubble envelope or box.
3. For your protection, we recommend that you send your returns by insured post mail.
4. Return the products within 7 days of the order shipment date to the addressee:

AF group, LTD

Dzelzavas 74 k-1-37

Riga, Latvia

LV-1082

5. When we receive and confirm your return, we will e-mail to you. We refund your payment directly to the bank account which you used while the ordering.

6. If you have any questions or hesitation, please e-mail us to: **orders@AFbeads.lv** or call customer service Monday through Friday, 9 a.m. to 6 p.m. , at **+371 29133361**.

Product Return Form

Nr. #	Order #	Product #	Product Name / Description	Quantity/ Returned	Reason Code*

* **Reason Codes** (Indicate the reason for each return with the corresponding code.)

- | | |
|--------------------------------|-------------------------------|
| 1. Misjudged size of product. | 4. Shipped more than I order. |
| 2. Misjudged color of product. | 5. Shipped less than I order. |
| 3. Item is defective. | 6. Changed my mind. |

Comments: _____

Thank you for your order and we look forward to our cooperation!