

## How to return your purchase

### Exchanges

You may exchange the items purchased from LOEWE's online store within thirty (30) days at our offline stores (except for department stores, outlets, wholesalers and franchises). You must show the delivery note provided with every purchase or with the official invoice of your online purchase. The item(s) must be in their original condition and with their original packaging and their corresponding accessories in order to be exchanged.

### Returns

If you would like to return an item(s) purchased from the LOEWE online store, you may do so within fourteen (14) natural days of receipt of your purchase. LOEWE will cover incurred shipping costs to our warehouse. Please follow these three steps.

#### 1. Contact us.

Our team of advisors will assist you on the return by offering a complete service or pick up by the courier company. They will also provide the documents needed by email.

English +44 2 074 991 284  
Spanish +34 91 153 81 81  
10am-9pm (GMT+1)  
Monday to Friday  
10am-7pm (GMT+1)  
Saturday

#### 2. Prepare the package.

With the documents sent by our advisors team.

#### 3. Give the package to the courier.

Once the parcel arrives at our warehouse, it will be checked by our quality control team. After approval, LOEWE will refund the amount paid (excluding any return delivery costs) to the payment method with which you made the purchase. This process might take up to 14 natural days from the moment LOEWE has been informed of your decision.

### Your feedback will help us to improve\*:

- The item was bigger than I expected
- The item was smaller than I expected
- I expected a different color
- I expected a different material
- I doesn't suit me

- I changed my mind
  - I am not entirely satisfied with the product
- Please tell us why \_\_\_\_\_

More comments: \_\_\_\_\_

\*Not mandatory