

SOLENNE

Damaged or Non-Conforming Item Claim Form

Legal Guarantee of Conformity Claim

Use this form if the item you received is damaged, defective, or does not match its description. This is separate from a standard return and is covered under your legal guarantee of conformity, which applies for a minimum of 2 years from the date of delivery under EU law, regardless of any brand return window.

Seller

Solenne

50 Calcarului Street, Braşov, Braşov, Romania, 500271

orders@amethyst-jewelry.com

+40 773 938 321

Order details

Order number: _____

Item(s) affected: _____

Date received: _____

Date issue was noticed: _____

Customer information

Name: _____

Email address: _____

Phone number (optional): _____

Nature of the issue

- ☐ Item arrived damaged (e.g., broken clasp, bent setting, cracked stone)
- ☐ Item does not match the description or images shown at purchase
- ☐ Item has a manufacturing defect (e.g., loose stone, tarnishing beyond normal wear, faulty plating)
- ☐ Other (please describe below)

Description of the issue

Please describe what's wrong in as much detail as possible:

Photos

Please attach 2–4 clear photos of the issue when you send this form. This helps us resolve your claim faster and without back-and-forth.

Preferred resolution

- ☐ Repair
- ☐ Replacement
- ☐ Refund (if repair or replacement isn't possible or reasonable)

Under EU law, we will generally offer repair or replacement first. A refund or price reduction applies only if repair or replacement is impossible, disproportionate, or hasn't been completed within a reasonable time.

What happens next

Send this completed form with photos to orders@amethyst-jewelry.com. We'll confirm receipt within 2 business days and let you know the next steps. If your item shows a defect within the first year of delivery, it is presumed to have existed at delivery unless we can show otherwise, you don't need to prove anything further.