



Return form

Dear Customer,

You have placed an order with Maison Empereur and we thank you for it.

At Maison Empereur, you have a withdrawal period of **14 days** after receipt of your order, to return an item that does not suit you.

If you wish to make an exchange, please let us know before shipping your package (eshop@empereur.fr or +337 67 10 63 19). We will be able to reserve the replacement item for you.

For refunds, the accounting processing time is a maximum of 14 days. We use the same payment method that you used when placing your order.

Conditions de retour

Please attach this duly completed return form to your package.

Items must be returned in their **original condition** (new, box or label if present, unworn and not washed for clothing) and protected with care. **Beauty products, perfumes and sealed items cannot be taken back if they have been opened.** You are responsible for the delivery of your package, for fragile or expensive items, we advise you to take out insurance with your carrier. We also invite you to keep the tracking number of your package.

The return must be sent to the following address:

**Maison Empereur Eshop
Service Retours
3A rue de l'académie
13001 Marseille**

Items purchased on our website cannot be returned to the store, and vice versa.

Return form

Name:

First name:

Order number:

Date of receipt of the package:

Return sending date:

Product reference or designation	Quantity	Reason	Replacement ?

Motifs de retour :

1. Size / dimensions do not fit
2. I changed my mind
3. Late delivery
4. The article does not match his photo
5. Another reason