

Zut, alors!

Do you need another size – or did you just change your mind?
No problem – merci beaucoup for shopping with us!



WEB SHOP ORDERS RETURNS POLICY HOW TO RETURN A WEB SHOP PURCHASE

AT THE SHOP :

L'Usine Bleue
Nytorgsgatan 36
11640 Stockholm
Sverige/Sweden.

Please bring the original receipt.

BY MAIL/CARRIER

Fill out the return form (including your order package or download it here) and put it inside your return package

Re-package your unused items carefully (with the labels on) to protect it during shipping (for outside EU return, please read recommendations art 3 for international returns).

Send the package to:

L'Usine Bleue
Nytorgsgatan 36
11640 Stockholm
Sverige/Sweden
+46 70 880 88 81

Send an e-mail to returns@lusinebleue.com to let us know if you're returning or exchanging. Please add your tracking number.



RETURN FORM

Your name: _____

Your address: _____

Telephone no: _____

Mail address: _____

I want to return an item

I want to change to another size:

Name of returned item:

Order no: _____

Size: _____

1. Return timeline – 14 days

You need the returned package sent back within 14 days from your delivery day. We strongly recommend using a registered mail or carrier to make sure you can track your package all the way to us. We will not accept returns after the 14 days have passed without a mail confirmation from us (returns@lusinebleue.com).

2. Return responsibility:

Please note that all shipping processes are under your responsibility and supervision until the return package is received by us at the shop (L'Usine Bleue, Nytorosgatan 36, 11640 Stockholm, Sverige/Sweden)

L'Usine Bleue AB is not responsible for return packages that are in transit, held in customs or for other reasons not delivered to us. A tracking number helps to avoid carrier errors – but you are still responsible for your return package until we (L'Usine Bleue) receive it.

You are responsible for any damage incurred by items during the return shipment. We therefore strongly recommend that you send the products well packaged, in an unused condition, in their original box and/or packaging with labels on.

3. International returns:

If a returned item is shipped from outside the EU, mark it “RETURNED GOODS” and clearly indicate your original order information to avoid any customs charges.

L'Usine Bleue is not responsible for any charges imposed by Swedish custom services on returning packages and the amount will be deducted from your original payment upon refund.

4. Exchange charges:

For size exchanges we will charge for the second delivery.

5. Refund shipping charges:

In case of a refund, shipping cost will be subtracted from your refund amount (not in case of free shipping).

6. Depreciation:

If the product is used or damaged or labels or boxes are lost, we reserve the right to deduct any depreciation in value when refunding the product.

7. Article on sales/last chance:

All sale or discounted merchandise is final sale and cannot be exchanged or returned.

8. NB:

Regarding returning article(s) bought or picked up in our physical shop in Stockholm we have a 7 days free return policy and a 30 days exchange policy.