



Jewelry Exchange

Please send the jewelry, certificate, and box together to the following address: OLA online s.r.o., Na Maninách 1040/14, 170 00 Prague 7 - Holešovice

Customer Information

First and Last Name

Email and phone number

Order details

Order number, invoice number, name, and code of the jewelry

Jewelry details

I request an exchange of the jewelry for the item listed below
Name (description), price, gold color (or cord color if applicable)

- Exchanges can only be made for jewelry of equal or greater value.
- Any price difference can only be paid by bank transfer

An exchange can only be made if the customer also sends the certificate of authenticity with the jewelry, if one was provided with the item.

Reason for exchange (optional):

- The item looks different than it did on the website
- The size doesn't fit
- Other reason.....



After the claim is resolved, send the jewelry (claims cannot be processed at boutique):

- Zásilkovna – pickup location
- Shipping address

Customer's signature
(only if this form is submitted in paper form)

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By submitting this form or signing it, you confirm the accuracy of the information provided.