



Complaints regarding purchased jewelry

Peľáše send the jewelry, certificate, and box 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

The certificate of authenticity must also be sent with the jewelry, if the customer received it.

Description of the defect being claimed:



After the claim is resolved, send the jewelry (claims cannot be processed at ALO diamonds 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.