

Paris 2024 Olympic Medal replacement.

Some athletes who won medals at Paris 2024 have noticed premature aging of their medals. This type of defect is covered by the 2-year warranty of the manufacturer, La Monnaie de Paris.

The athletes affected can therefore request a replacement of their medal free of charge under this warranty.

Any replacement request must be submitted by the medalists to their respective NOC, which will forward it to the Comité National Olympique et Sportif Français. The Comité National Olympique et Sportif Français will assess all requests received and, if they fall within the perimeter of the warranty, will then forward them to La Monnaie de Paris.

La Monnaie de Paris will organize the return of the defective medal from the athlete and will return a new medal produced identically.

All the requests submitted to Paris 2024 so far have been processed and should not be resubmitted. Paris 2024 will follow up on all those requests

Any new submissions should be sent to the Comité National Olympique et Sportif Français with the following email: medals@cnosf.org

For any questions, please contact the Comité National Olympique et Sportif Français with the following email: medals@cnosf.org

Paris 2024 Olympic Medal replacement procedure.

In the event that an athlete (or other medal holder) notices a defect on their medal within the 2-year warranty period starting from the beginning of the Olympic Games Paris 2024, here is the procedure to follow.



The athlete contacts his NOC (National Olympic Committee) to obtain **the replacement form**, fills out this form and sends it with the requested photos by email to his NOC.



Replacement form

2.



The CNO checks that the request is complete and that the defect is not considered an acceptable defect by the “acceptothèque”, then sends it by email to the Comité National Olympique et Sportif Français (medals@cnosf.org) which will act as an intermediary with La Monnaie de Paris.



Acceptothèque

3.



If the request is complete and validated, the person identified on the form will be contacted by La Monnaie de Paris, who will confirm:

- The production date of their replacement medal.
- The date on which the logistic supplier will make contact to arrange the return of the defective medal.

The athlete's NOC will be informed by the Comité National Olympique et Sportif Français that the request has been processed by La Monnaie de Paris and about the dates listed above.

4.



La Monnaie de Paris will begin production of the new medal on the scheduled production date. This new medal will be ready two months later, in accordance with the production campaign schedule.

5.



2 weeks before the end of production date of the replacement medal, the logistic supplier of La Monnaie de Paris will contact the person identified in the form directly to agree on a collection date for the defective medal.

6. 

The medal holder will pack his defective medal in packaging that will guarantee the integrity of the medal. It is recommended to use a padded envelope type packaging (L30cm * W20cm) or a cardboard box with suitable padding (L30cm * W20cm * H6cm, max 0.005m3).

Examples:



7. 

The carrier of La Monnaie de Paris will send to the person identified in the form the transport label to be printed and stuck to the return package as well as the “customer invoice” to be printed, to be placed in an envelope which must be taped to the package.

Transport label

Customer Invoice



Please note that the label and document must not overlap and must be clearly visible on the packaging.



8.

The carrier will collect the package on the agreed date and send the medal holder a package tracking number.



9.

Once the defective medal has been received by La Monnaie de Paris, the replacement medal will be sent to the medal holder at the address indicated on the form.

No replacement medal will be sent until the defective medal is received by La Monnaie de Paris.



10.

La Monnaie de Paris' logistic supplier will contact the medal holder to confirm the expected delivery date for the replacement medal and will provide a tracking number for the package.



11.

The medal holder will receive his replacement medal against signature. This new medal will be guaranteed for 2 years from the expedition date from La Monnaie de Paris.



Once the medal holder has been notified that the replacement of his/her medal has been taken care of, he/she may contact La Monnaie de Paris customer service at the following email address: suivip24@monnaiedeparis.fr for any question relating to the replacement of his/her medal (deadline, production date, logistics).



The NOCs may ask the Comité National Olympique et Sportif Français at any time for the status of each request at the following email address: medals@cносf.org



The medal holder will be without a medal for a period of 15 to 30 days, depending on the time taken to transport the medal (excluding any customs clearance time).