

Right of rescission

What are the conditions for returning an item?

Requirement for a valid procedure

- **Proof of purchase (order number, invoice, etc.)**
- **Reason for return has to be valid and return acceptance conditions met (check out below)**
- **Return method**
- **Refund method that you would like and the necessary information associated (bank account number, etc.)**
- **Return form returned with the product**

If an item is damaged as a result of our shipment, please contact our customer care department within 24 hours to file a claim. Remember to return everything, even the free promotional products you received with your purchase. The return will not be accepted if it is forgotten.

We will undertake a quality check once your merchandise has been retrieved. If the quality assessment reveals that our partners are unable to repair the malfunction/damage, we will issue a refund. This will take place within 14 days of your return request being received. You will not be refunded and your merchandise will be returned if the quality check is unsuccessful.

Returning an item: conditions and reasons You might want to return something for one of the following reasons:

: Optional | : Mandatory