

FLAVIO CASTELLANI

RETURN FORM

Order N°:

Order Date:

Surname:

Name:

E-mail address:

Item code	Description	Quantity	Reason n°
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Reason for returning:

- 1. The item was damaged in transit. 2. I had not ordered the item received. 3. The article does not meet my expectations.
- 4. I don't like the color. 5. Item is faulty. 6. The item caused me an allergic reaction. 7. I'm not interested in acquiring a new copy of this article as I already have one.
- 8. I received the item as a gift and don't like it. 9. The package could not be delivered to the recipient.
- 10. The order was shipped t w i c e . 11. I plan to use my right to withdraw within 15 days of receiving the goods.
- 12. Other. Please specify: _____

The merchandise must be returned undamaged, with all parts and in its original packaging (bags and wrappings), kept and, if necessary, used for the time strictly necessary to establish and verify its nature, characteristics and size, according to normal diligence, without any signs of wear or dirt, taking care not to leave any traces of makeup and/or fragrance. Returns are accepted only via DHL or Bartolini.

Refunds will be made after the goods arrive in the logistics and are checked for condition.

Refunds will be made by the same payment method that was used for the purchase within 15 (fifteen) working days from the moment the goods were received at our factories.

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If you have changed your mind about the product or it is not what you expected, you can proceed with a return. Pack the package with the shipping packing, include a printout of your invoice or order receipt confirmation and this completed return form. In order to effect your return, the products must be intact, should not be worn, undamaged and in their original packaging, otherwise the refund will be cancelled. You have 15 days from the day you receive the goods to exercise your right of withdrawal. The costs for the delivery of the package are on your expense.

The package should be sent to the address:

FLAVIO CASTELLANI
Registered office:
Via delle Fonti, 268, 59100 Prato PO

DATE: _____

VAT number: 02432890974

SIGNATURE: _____