

**TO: VICOL GENERATION BUSINESS LTD – Westfield Stratford Mall, Ground Floor, Made By Society Store, Montfichet Rd London E20, 1EJ – Online Department, [online@madebysociety.com](mailto:online@madebysociety.com)**

The undersigned, \_\_\_\_\_ ( *full name and surname* ), as the Consumer-owner of the product/products purchased from the ***Made by Society online store*** , requests the replacement of the following products within the deadline:  
Name and internal code of the product whose replacement is requested:

Name - \_\_\_\_\_ ; Code - \_\_\_\_\_ ;

Purchase invoice of the product whose replacement is requested: series \_\_\_\_\_ no \_\_\_\_\_ date \_\_\_\_\_ ;

Name, internal code and size of the replacement product (relative to the new product):

Name- \_\_\_\_\_ ; Code - \_\_\_\_\_ ; Size - \_\_\_\_\_ ;

Full address for sending the replacement product (delivery address):

\_\_\_\_\_  
Full address of residence: (must match the one on the purchase tax invoice)

\_\_\_\_\_  
Contact details to confirm the receipt of the request by the Trader and its status:

Email \_\_\_\_\_ ; Phone number. \_\_\_\_\_ .

As a Consumer, I specify that I have taken note of the procedure regarding the replacement of products presented in the online store and I express my consent regarding those specified, understanding that any return transport cost to the Trader, through transport services with the opening of the parcel upon delivery for the purpose of verifying the content, will be borne directly by the Consumer, together with the positive price difference as the case may be between the product intended for replacement and the replacement and the cost of delivering the new (replacement) product from the Trader to the Consumer, through the services transport normally used by the Trader. The exception to this paragraph are the cases in which the Trader will later exercise, according to his own unilateral assessment, the right to bear individually, fully or partially, these costs in connection with the replacement of the products, as he will inform in advance if there will be a derogation.

As a Consumer, I declare on my own responsibility that the information I transmit in the content of the form corresponds to reality and I am entitled to provide it.

As a Consumer-data subject, I agree to the processing of my personal data in accordance with the Information Note and the Privacy Policy of the Operator, documents that I have read in advance, also agreeing to be contacted on the dates above .

Date of completion: \_\_\_\_\_ Signature: .....  
(if it is sent in text format)

*\*It is not necessary to sign the form if it is sent by e-mail to [online@madebysociety.com](mailto:online@madebysociety.com) . In this sense, send the form to the Trader using the same e-mail address, similar to the one from when you ordered the products in question, so that your identity is confirmed. We will perform the replacement when we receive the initially delivered product in compliance with the return policy.*