



# Kristall Boutique

via Cantatore n. 3 - 71016 San Severo (FG) - ITALY

(headquarter not open to the people)

e-mail: info@kristallboutique.com

www.KristallBoutique.com

## FORM OF RETURN PRODUCTS

(send by letter with reception warning)

### RIGHT OF RETURN

((D.

Lgs 22 May 1999 n. 185 protection of buyers)

Name Surname: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ ZIP code: \_\_\_\_\_ Country: \_\_\_\_\_

e-Mail: \_\_\_\_\_

No. Order: \_\_\_\_\_ Order date: \_\_\_\_\_

Product code	Quantity
_____	_____
_____	_____
_____	_____

### OBJECT: RIGHT OF RETURN

#### Rules of Right of return:

- the Right of Return is exercisable only by Customer (buyer);
- the Right of Return can not be exercised by Resellers, Wholesalers or by entities in whatever capacity they buy for resale to third parties;
- the Customer (buyer) has the right to cancel the contract within a period of **10 business days** from the reception of the products
- in the event of exercise of the Right of Return, the Customer is no longer bound by contract and will be refunded all amounts paid under the contract;
- the product should be carefully packed in its original package, which must be whole and complete accessory to accompany any (manuals, cables, etc.), everything to avoid any damage with possible trade penalties;
- in the case of promotions, in which the purchase of an product is tied to another product, which is sold at a very low price, the Right of Return will be legitimately exercised with the return of both products purchasing.

#### Rules and costs of Right of return:

- 1) the product must be in perfect condition, intact, fully functional, and returned in its original packaging;
- 2) the product should come with the seals intact;
- 3) on the original packaging products should NOT be affixed no written;
- 4) the shipping costs to return to Kristall Boutique are charged to the customer;
- 5) the shipment of the product should arrive in our stores within 10 days from the date of the request of the Right of Return, otherwise the shipment will be refused;
- 6) the address of return shipment is:  
**Kristall Boutique - via Cantatore n. 3 - 71016 San Severo (FG) - ITALY**
- 7) opening the package, if our Customer Service verify the lack of any accessory and/or tampering of any part or product malfunction occur caused by the Customer, Kristall Boutique will apply a trade penalty equal to 80% of the value of the product.