

## RETURN FORM

**Enclose this form with the items you wish to return**

### **Entitle to withdraw.**

The purchases made on gianniconti.com site are governed by Italian law concerning the on-line sales. If the customer wants to renounce to the purchase he made, he has the possibility to return the product without applying any penalty and without giving any explanation, within 14 days from the delivery date. The company is committed to accepting the return of any article, as long as it is in perfect condition, and to reimbursing all the money paid.

The initial shipping costs of the article from the company to the consumer must also be reimbursed if the consumer chose one of the cheaper methods of delivery offered by the site. On the other hand, if the consumer chose a one of the more expensive methods of shipping the shipping cost will be at his or her expense.

In order to exercise the right of return the client must notify the company of the decision within 14 days by filling in the specific form – received during the purchase or downloaded from the site – and send it via email to: [resi@gianniconti.com](mailto:resi@gianniconti.com) or by any other means of communication that is suitable for expressly stating the decision.

The customer must send the purchased items intact in all their parts, to entitle the withdraw. The company “Elda Trade” must receive them within 30 working days from the delivery to the customer.

Products must not be used, worn, washed or damaged and they also must be intact in all their parts including any identification tags applied on them.

Products must be returned in their original packaging. If the box used for shipping is irreparably damaged, the customer can use an equivalent box in size and strength.

Once the form has been completed the goods must be returned to the following address:

**ELDA TRADE srl**  
**Via Maestri del Lavoro, 8**  
**62010 Mogliano (MC)**  
**Italia**

After receiving the return and verifying the correctness of the operations, the company shall send the customer an e-mail to the registered e-mail address as acceptance confirmation. If the order has been paid by credit card, the refund time depends on the operator. If instead, the order has been paid by a PayPal account, the refund will be credited directly to the PayPal account used for the payment, simultaneously to the crediting transaction.

The return shipping and packaging fees are carriage paid by the customer.

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Dear Customer,  
Thank you for shopping on our web store.

If for any reason you are not satisfied with your purchase, please read the steps on the delivery note first.

Once we receive your return we will refund the money to your bank account within 14 days.

Fill in this form in every section and do not forget to include the order number and send it to us by email to the address: [resi@gianniconti.com](mailto:resi@gianniconti.com). Once you have received our confirmation you will be able to send the article to be returned. We remind you that the cost of packaging and shipping of the returned article is at your expense.

Could you please let us know the reason for your return? We highly appreciate the feedback:

- The item was damaged
- The item received does not match what you ordered
- Other reasons \_\_\_\_\_

I, the undersigned

NAME \_\_\_\_\_ SURNAME \_\_\_\_\_

ORDER NUMBER \_\_\_\_\_ DATE \_\_\_\_\_

Want to return the following items:

ITEM CODE