**REQUEST TO EXCHANGE THE ITEM OR REFUND THE MONEY PAID FOR THE ITEM**

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| **DETAILS OF THE BUYER** |
| Buyer's name and surname |  |
| Buyer's e-mail address |  |
| Buyer's phone number |  |
| Buyer's bank account number where the money should be refunded (if refund of money is requested) |

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| Name and surname of the bank account holder (where the account holder is not the buyer) |  |

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| **DETAILS OF THE ORDER** |
| VAT invoice number |  |
| Order number |  |
| Item delivery /collection date |  |

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| **INFORMATION ABOUT ITEMS RETURNED** |
| **No.:** | **Item name:** | **Quantity:** |
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| **Reason for the return of the items (if any).** Please detail the reason, e.g. if the items received show any damage, detail the damage identified. If you are requesting a refund of the amount paid, state the amount part you ask to refund. |
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Mark as applicable for your request:

 replace the item with the same or equivalent item of proper quality;

 eliminate the item deficiencies or refund the expenses for the rectification of the deficiencies;

 refund part of the amount paid for the item;

 refund the money paid for the item to the above-indicated bank account and take the poor quality item back.

**By signing, I confirm that the information stated in this form is correct, I have read the Purchase Rules and the Privacy Policy of the E-Store [...[ .**

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| Name, surname | Signature | Date |