



## EXCHANGE FORM

### YOUR DATAS

<b>First name and Last name:</b>	
<b>Exchange Address:</b>	
<b>Telephone:</b>	
<b>E-mail:</b>	

### ORDER DATAS:

<b>Order number and date:</b>	
<b>Reason*:</b>	
<b>Notes*:</b>	

\*optional

### DETAILS OF THE PRODUCT YOU WANT TO RETURN:

Product Code / Product Name	Colour	Quantity	Price

### PRODUCT DETAILS WITH WHICH YOU WANT TO REPLACE:

Product Code / Product Name	Colour	Quantity	Price

Date and Place: \_\_\_ / \_\_\_ / \_\_\_\_\_, \_\_\_\_\_ Customer Signature: \_\_\_\_\_

## **IMPORTANT**

### **How to exercise the right to change**

Premise: the user who has purchased products through the Site has the right to withdraw from the contract concluded with Top s.r.l., without any penalty and without specifying the reason, within 30 (thirty) working days from the date of receipt of the goods.

1. Complete the exchange form, entering all the required data and specifying the items that you want to replace and with which ones and send it back to the email: [assistenzaclienti@pomikaki.com](mailto:assistenzaclienti@pomikaki.com).
2. Prepare the product/s to be replaced in a box and place the following address outside: Top s.r.l. -Via Como, 5 30027 San Donà di Piave (VE) Italy. A copy of the completed and signed form will be placed in the original shipping box.
3. Top s.r.l. will contact you in the days immediately following to schedule the change (at the address indicated on the form) of the item/s; the change will be made by a courier GLS, which will deliver the new item/s and at the same time will collect the package prepared by the customer. Within 30 (thirty) working days from the date of receipt of the goods, the transport costs incurred for the exchange will be fully borne by the company.
4. In the case of a change with an item/s greater than the returned value/s, the difference must be paid by cash to the GLS courier in charge of the exchange.
5. The right to change is excluded if the sale relates to tailor-made or customized products or which by their nature can not be returned or are liable to deteriorate or expire rapidly.
6. The application to users who are not resident in Italy of any more favorable provisions provided for by the law of the country in which the user has his habitual residence, in particular, in relation to the deadline for the exercise of right of withdrawal, at the end for the return of the goods, in case of exercise of the right of withdrawal, and the methods for the communication of the same.

**TOP S.R.L.**