



## RETURN FORM

### YOUR DATAS

<b>First name and Last name:</b>	
<b>Withdrawal 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

### REFUND METHOD:

	Payment with PAYPAL:	The cost of the returned item(s) will be credited to your original form of payment.
	COD Payment	Please complete all fields: Bank: _____ IBAN code : _____

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

## **IMPORTANT**

### **How to exercise the right of returns**

Users who have purchased products on the Site are entitled to withdraw from the contract entered into with Top s.r.l. without any penalty and without specifying the reason thereof, within 30 (thirty) working days from receipt of the goods.

1. Fill in the returns form, entering all the details requested and specifying the items you wish to return and send it back to [assistenzaclienti@pomikaki.com](mailto:assistenzaclienti@pomikaki.com).
2. Prepare the product to be returned in a box and affix the following address to the outside: Top s.r.l. –Via Como ,5 30027 San Donà di Piave (VE) Italy. The completed and signed form should also be placed in the original shipping box.
3. Please contact Top s.r.l. to schedule the withdrawal (at the address indicated in the form) of the package to be returned, by the courier GLS. Within 30 (thirty) working days from the date of receipt the goods the return will be charged to the company.

Pursuant to the provisions of Article 67, paragraph II, of Italian Legislative Decree no. 206 of 6th September 2005 ("Consumers' Code"), an essential condition to exercise the right of withdrawal is the overall intactness of the product to be returned. The products cannot therefore have been damaged or altered and may only be returned with the identification card and/or labels and/or single-use seal, where featured, still attached to the intact products that have not been tampered with in any way. The cost of returning the goods shall be paid by the user who wishes to exercise his/her right of withdrawal.

5. Pursuant to the provisions of Article 67, paragraph IV, of the Consumers' Code, only after receiving the product(s) and only after checking that the terms and methods of exercising the right of withdrawal as well as the intactness of the product, as specified in point 4 herein above, may Top s.r.l. proceed as quickly as possible, and in any case within thirty days of the date on which Top s.r.l. was made aware of the exercising of the said right of withdrawal, to refund the amounts paid by the user, minus the delivery costs.

The refund amount will be notified by e-mail and the amount shall be credited using the same method of payment used to make the purchase.

6. Pursuant to the provisions of Article 55 of the Consumers' Code, the right of withdrawal does not apply when the sale concerns made-to-measure or customised products or products which due to their nature cannot be sent back or could deteriorate or alter rapidly.

7. No prejudice is made to the application to users who aren't residents in Italy of provisions which may be more favourable envisaged by the laws in the country in which the user resides habitually, specifically, in relation to the time frame for the exercising of the right of withdrawal, the time frame for the returning of goods, in the event the right of withdrawal is exercised, and the methods of notifying the same.

**TOP S.R.L.**