

Withdrawal / Dispute Form

Please complete and return this form only if you wish to exercise your right of withdrawal or report a dispute regarding an order.

In accordance with applicable regulations, you must inform us of your decision by means of a clear statement (for example, by post or email). You may use this form, but it is not mandatory.

1. Customer Information

Full name: _____

Address: _____

Postal code and city: _____

Country: _____

Email address: _____

Phone number: _____

2. Order Information

Order number: _____

Order date: _____

Delivery date: _____

Product(s) concerned: _____

3. Type of Request

Withdrawal (within the legal period)

Defective product

Non-compliant product

Damaged upon delivery

Other (please specify): _____

4. Description of the Issue / Reason for Withdrawal

Please describe your request in detail:

5. Desired Resolution

- Refund
- Exchange
- Store credit / voucher
- Other (please specify): _____

6. Signature

Date: _____

Customer signature: _____