



RETURNED GOODS FORM - EXERCISING WITHDRAWAL RIGHTS

Request your "Returned Goods Code" by completing this form and send it to customercare@drumohr.com. Please use capital letters and complete all the fields, except the "Returned Goods Code" field.

When you receive your "RETURNED GOODS CODE", write in the relative field and **place this form inside the packaging** together with the products you wish to return. Thank you!

YOUR PERSONAL DETAILS

Name and surname:	
Address:	
Phone and/or mobile phone:	
E-mail:	

YOUR ORDER INFORMATION

Order number:	
Returned Goods Code*:	
Reason for the return (optional):	
Remarks (optional):	

*if you don't have a "returned goods code" send an e-mail request to: customercare@drumohr.com; this code must always be indicated when returning goods

RETURNED GOODS DETAILS

RETURNED GOODS (SKU)	QUANTITY

Date and place / / _____, _____

Signature of the Customer _____

IMPORTANT

HOW TO EXERCISE WITHDRAWAL RIGHTS CORRECTLY

Under the applicable laws in force and the Sales Conditions you accepted on making your purchase, the exercising of withdrawal rights is subject to the following conditions:

- 1) This form must be filled out correctly and sent, within 14 (fourteen) days from receiving the returned goods, to the following e-mail address customercare@drumohr.com. If the Goods were sent by the Vendor, the latter shall send the "RETURNED GOODS CODE" by e-mail.
- 2) Within the same term of 14 (fourteen) days from receiving the "RETURNED GOODS CODE", the "RETURNED GOODS CODE" must be entered in the code field and the form attached to the goods to be returned to the following address

Robertson Srl

Via Luigi Ciocca, 11

Quinzano d'Oglio (BS) – 25027 - ITALY

i.e. to the carrier assigned to returning the goods

If the return process involves more than one product, they must all be returned together and/or in the same shipping lot to Robertson Srl It is also mandatory for:

- a) the product to be intact;
- b) the product to be returned in its original packaging;
- c) **the goods are accompanied by the form referred to in section 1 above, complete with the "Returned Goods Code"**

When you exercise your legitimate right of withdrawal, Robertson Srl shall refund you with price paid the goods, including the first shipping costs, within 30 (thirty) days from acknowledging the exercising of such rights.