



RETURN FORM - RETURN OF NON-COMPLIANT OR DEFECTIVE PRODUCT

Request Authorisation for Return of a product by filling out this form **and sending it to** ecommerce@pt-torino.com.

Please write in capitals, complete all fields and include this form in the package, together with the defective/non-compliant product.

Thank you!

YOUR DETAILS

Name and Surname	
Address	
Phone and/or mobile	
E-Mail	

YOUR ORDER DETAILS

Order number	
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PRODOTTO RESO (SKU)	Descrizione dettagliata del difetto/non conformità

Date and Place _____,

Customer signature

IMPORTANT

Please remember that any non-conformities or defects in the purchased product must be reported in accordance with the terms stipulated in the Terms and Conditions of Sale, as accepted by you at the time

of purchase; the rights that you have once the non-conformity or defect has been ascertained are also detailed in this document.

More specifically, within these terms, you will be required to send the documents listed below, by email, to the address: ecommerce@dondup.com

- a) this form, completed correctly;
- b) all photographic documentation in support of the claim;
- c) confirmation of the order as sent by the Seller and/or tax receipt .

In the event that, having sent the documents above, you receive a notification from Arcadia S.r.l. authorising the return of the product, this must be handed over to the nominated carrier and sent to the following address:

ARCADIA SRL - VIA ACHILLE GRANDI 10 INT. 4 - 61034 FOSSOMBRONE (PU) – ITALY

Within 30 (thirty) days of receipt of the notification from Arcadia S.r.l., together with a copy of the notification itself.