



Information about your withdrawal right STANDARD WITHDRAWAL INSTRUCTIONS

Right of withdrawal

You have the right to rescind the contract, without stating the reason, within 14 days. The withdrawal period expires after 14 days:

- in case of sale contract of one product only, from the day you or a third party, other than the carrier and designated by you, gains physical possession of the item(s); or
- in case of sale contract of multiple products, ordered together and delivered separately, from the day you or a third party, other than the carrier and designated by you, gains physical possession of the item(s); or
- in case of sale contract of a product consisting in multiple batches or items, from the day you or a third party, other than the carrier and designated by you, gains physical possession of the last batch or item.

In order to exercise the right of withdrawal you are bound to notify us (at the following address: Italiantouch s.r.l., Via Stendhal, 35, 20144 Milan, +39 02 89623352, Fax +39 02 89623481, fay@store.italiantouch.com) of your decision to rescind the present contract with an explicit statement (for example a letter sent by post, fax or e-mail). For this purpose you might want to use the standard withdrawal form attached, but this is not compulsory.

In order to abide by the withdrawal time limit you simply need to send us the withdrawal statement before the expiry of said withdrawal period.

Exclusion of the right of withdrawal

We would like to remind you that for Custom Made Products (as defined and disciplined by art. 5.9 of our Terms and Conditions of Sale), the right of withdrawal shall not apply, pursuant to art.59, I par, lett. c of D.Lgs n. 206, 6 september 2005 ("Consumer Code"), as they are custom-packed and/or clearly personalized products. Therefore, if you purchased one or more Custom Made Products, you won't be able to exert the right of withdrawal regarding such products.

Withdrawal consequences

If you rescind the present contract you will be refunded all payments you have made in our favour, including delivery expenses (except for additional costs resulting from your choice to opt for a delivery method other than our less expensive standard delivery method) without undue delay and, in any case, no later than 14 days of the date we will be informed of your decision to rescind the contract. Said refund will be carried out using the same payment method used for the initial transaction, unless otherwise requested by you; in any case you will not be requested to incur any costs as consequence of this refund. In case of withdrawal from a Multiple Order the delivery fees regarding this latter will not be refunded unless you are to rescind the entire Multiple Order contract.

Goods must be returned without undue delay using one of the following procedures, and in any event not later than 14 days from the day on which the decision to withdraw from the contract was notified. The deadline is met if the goods are sent back before the period of 14 days has expired.

Same country returns

If the returned goods are shipped from the same country to which the order was originally delivered, the customer can send back the goods via UPS using the pre-paid return shipping label enclosed with the shipment. To arrange a pick up, please contact UPS at the number provided in the table below depending on your country of delivery (the cost of the call is that of a national rate call from a fixed line, according to the rates applied by the major national phone operators. Maximum cost 3€/min.).

Country	UPS Phone number	Country	UPS Phone number	Country	UPS Phone number	Country	UPS Phone number
Bulgaria	359 2 96096	Denmark	35 25 80 80	Netherlands	0900 2255 877	Romania	+40 21 2338877
Greece	+ 30 210 99 84 000	Finland	09 2311 3406	Sweden	077 662 20 77	Croatia	+385 1 3454555
Czech	420 800 181111	Poland	+48 22 534 0000	Portugal	707 23 23 23	Hungary	06 40 98 98 98

In this case, the shipping cost for the return shipment is covered by store.fay.com and the customer will not be liable for any loss or damage of the goods occurred during the return shipment. The here described procedure applies uniquely when the returned goods are shipped from the same country to which the order was originally delivered, as specified in the order confirmation e-mail (i.e.: if the order was originally delivered to Italy, the pre-paid return process here described applies exclusively if the returned goods are shipped from Italy).

Different country return

If the returned goods are shipped from the a different country from that to which the order was originally delivered (as specified in the order confirmation e-mail), the customer must cover the return expenses using their courier of choice. The returned goods must be shipped to: Italiantouch s.r.l. c/o Traconf Via Primo Maggio 19, 20010 Vanzago (MI), without undue delay, and in any event not later than 14 days from the day on which the decision to withdraw from the contract was notified. The deadline is met if the goods are sent back before the period of 14 days has expired. Any fees directly connected with the return of the goods (here included customs duties) are at customer's expenses. The customer will be held responsible for the return shipment of the goods. In the event that the order includes goods that cannot be returned via postal service, please refer to the table below reporting the estimated maximum cost depending on geographical area and weight:

Geographical area	Weight range: 0-15 kg	Weight range: 15-30 kg
China	€300.00	€500.00
United States of America	€300.00	€500.00
Other Far East countries (Mongolia, North Korea, South Korea, Taiwan)	€400.00	€600.00
Brasil, Argentina	€400.00	€600.00
Russia	€400.00	€600.00
Other South American countries (Colombia, Venezuela, Chile, Paraguay, Peru, etc.)	€500.00	€700.00
Africa	€500.00	€700.00
Middle East	€500.00	€700.00
Rest of the World	€500.00	€1,000.00

You are solely responsible for the value reduction of the goods resulting from the handling of the Product(s) other than that strictly necessary to establish the nature, features and functioning of the Product(s).



STANDARD WITHDRAWAL FORM

Italiantouch s.r.l.

Via Stendhal, 35, 20144 Milano

+39 02 89623352

Fax +39 02 89623481

hogan@store.italiantouch.com

I hereby inform you of my withdrawal from the sale contract of the following goods/services:

Order Number (as indicated in the order confirmation e-mail):

Ordered on (date) :

Delivered on (date) :

Consumer's address:

Consumer's signature

(only if the present form is returned on paper)

Date
