



RETURN FORM FOR PURCHASED GOODS

Form for returning purchased goods for online shopping / distance sales. The return period is 14 (fourteen) days from the date of receipt of the goods purchased from the Online Store.

Return shipping address:

Order number:

First and Last Name:

Phone number:

Email address:

I WISH TO RETURN:

Product name and item code:

1.

2.

Reason for return:

.....
.....

I WISH TO EXCHANGE FOR:

1.

2.

Refund of the amount due:

Bank account (IBAN):

Account holder name:

Amount to be refunded:

TERMS AND CONDITIONS FOR RETURN / CLAIM OF PURCHASED GOODS:

1. The return period is 14 (fourteen) days from the date of receipt of the goods purchased from the Online Store <https://www.ambientale.com/>. A mandatory condition is that the returned products must be in good commercial condition, with intact packaging and accompanied by a completed Return Form for Purchased Goods.

2. The goods may be returned to the company warehouse at the following address:

5000 Veliko Tarnovo, Dalga Laka 2— via courier. After receipt and inspection of the returned goods, the amount will be refunded to the Customer to the bank account specified in the Return Form within 14 (fourteen) calendar days. Shipments sent to the merchant with cash on delivery will not be accepted. Goods whose return/claim cannot be accepted (e.g. sent after the specified period or not in good commercial condition) will be returned to the Customer at their expense.

3. The cost of returning the product is borne by the Customer. If the replacement order is more expensive, the difference must be paid. The Merchant reserves the right to refuse the return of a product if the return conditions and deadlines are not met.

4. Products requiring replacement must first be returned to the specified address, after which they will be exchanged.

Contact phone number:

Date:

Signature: