

FABIANA FILIPPI SHOP

RETURNED GOODS FORM – RETURNING OF NON-CONFORMING OR DEFECTIVE GOODS

Request your “Returned Goods Code” by completing this form and send it to ccare@fabianafilippi.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 defective/non-conforming products. Thank you!

YOUR PERSONAL DETAILS

Name and	
Address:	
Phone and/or	
E-mail:	

YOUR ORDER INFORMATION

Order number:	
Returned Goods Code*:	
Remarks (optional):	

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

RETURNED GOODS (SKU)	Detailed description of the defect/non-conformity

Date and place ___/___/_____, _____

Signature of the Customer _____

IMPORTANT

Please note that any non-conformities or defects detected on the purchased goods must be reported within the terms indicated on the Sales Conditions you accepted on making your purchase; the same also indicate the rights you are entitled to concerning the ascertaining of non-conformities or defects.

In particular, you are required to send the documents below by e-mail to ccare@fabianafilippi.com:

- a) this form duly completed;
- b) all photographic material supporting the claim;
- c) confirmation of the order sent by the Vendor and/or the sales receipt.

If, after sending the above e-mail, you receive an answer from TRIBOO DIGITALE S.r.l. authorising the return of the goods, the same must be consigned to the appointed Carrier and sent to the following address:

TRIBOO DIGITALE S.r.l., c/o Arvato, via Lombardia, 21- 24060 Telgate (BG) ITALIA,

within 30 (thirty) days from receiving such authorisation from TRIBOO DIGITALE S.r.l., **together with a copy of the authorisation and the "RETURNED GOODS CODE"**.