



Request your “Returned Goods Code” by completing this form **and send it to** shop@lautrechose.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 surname	
Address	
Phone and/or mobile	
E-mail	

YOUR ORDER INFORMATION

Order number	
Returned Goods Code*	

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

RETURNED GOODS (Product ID)	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 shop@lautrechose.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 by e-mail 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 Arcese Logistic - via Groane, 6 - 20811 Cesano Maderno (MI), ITALY

within 30 (thirty) days from receiving authorisation, **together with a copy of the return form complete with the "RETURNED GOODS CODE"**.