



DE CECCO E-SHOP

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

Request your “Returned Goods Code” by completing this form and send it to customerservice@dececco.it. 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: customerservice@dececco.it; 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 customerservice@dececco.it:

- 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:

F.lli De Cecco di Filippo Fara S. Martino S.p.a. Zona Industriale 66015, Fara San Martino (CH) - Italy

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"**.