

## Return Delivery Form

Dear Customer,

Please state the reason for returning the article you have purchased (please mark the box) and describe the defect.

**Please remember to contact us on +39 0372 801 808 before returning your article(s).**

Customer name: \_\_\_\_\_ Customer number: \_\_\_\_\_

Invoice number: \_\_\_\_\_ Date of invoice: \_\_\_\_\_

**I would like to return the following article(s):**

| Quantity | Article description |
|----------|---------------------|
|          |                     |
|          |                     |
|          |                     |
|          |                     |

Description of defect / Your message to us:

**Reason (please mark the box)**

|                                |  |
|--------------------------------|--|
| Double order / delivery        |  |
| Article is not to my liking    |  |
| Not ordered / Wrong delivery   |  |
| Article defected (description) |  |

**Your wish (please mark the box)**

|                                       |  |
|---------------------------------------|--|
| Replacement same item(s)              |  |
| Repair                                |  |
| Exchange with other item(s) (specify) |  |
| Refund                                |  |

**In case of refund**

|                        |                |             |
|------------------------|----------------|-------------|
| Name of Account Holder | Account Number | SWIFT / BIC |
|                        |                |             |
| IBAN                   | Bank name      |             |
|                        |                |             |

I would like to be refunded via PayPal (*only possible when payment has been effected through PayPal*) please mark the box:

**The following points must be observed when returning an article:**

1. Please ensure that the packaging you are using to return your article is suitable for transport and that you contact us on +39 0372 801 808 prior to sending your return delivery.
2. We do not accept freight collect returns.
3. Please remember to fill out and enclose this Return Delivery Form, otherwise we will not be able to process your order.
4. Please read the following information as well as the information overleaf.

**Please Note:**

As a consumer you have a cooling off period of 10 days during which you are entitled to cancel your purchase. Your right to cancel your purchase applies to all articles which you have purchased online. Please check the contents and the condition of your delivery immediately and on the receipt use the words "subject to inspection for concealed damage" even if the package is apparently perfect. If the packaging is ruined specify: "damaged package". This will assist us with any claims against the carrier. In the event that you are unhappy with your article and wish to file a claim, the following form contains a number of tips and some useful advice on how to proceed so that your complaint can be processed as quickly and efficiently as possible. We would like you to know that we sincerely regret any inconvenience that we may have caused and would like to ensure you that we will make every effort to speedily resolve the situation to your satisfaction.

**Please remember that in case of a return delivery you are obliged to bear the shipping costs.  
Please be sure to contact us before your return the article you have purchased.**

## Further Information

### 1. Avoiding damage during transfer

Please make Sure that you use either the original packaging or similar suitable packaging material to return your article. The package must be properly closed and the contents of the package must be protected against damage using suitable and sufficient cushioning material. Please ensure that the articles are not squashed or otherwise damaged. Any important information regarding your return delivery (e.g. Fragile! Please handle with care!) must be displayed accordingly.

### 2. Avoiding any resentment and further costs

Should you receive a quote as a result of a complaint as described overleaf, then it is because our repair shop has determined that the article you have returned is damaged but that we are not obliged to offer a refund or any form of compensation as the damage is due to external causes or because the article was not used properly.

In such a case, we are only able to repair the article if you return the quote, which you have previously signed, to us. If you fail to return the signed quote to us within a period of 14 days from the date the quote was made, then we must assume that you would not like us to carry out the repair in which case your article will be returned to you freight collect and in its disassembled state if necessary. We also reserve the right to charge you for any costs which we may incur as a result of any false or improper claims.

### 3. Returning your article

If you wish to return the article yourself, please send it to the following address:

**Cremona Tools SAS di Tossani Alessandro & C.**  
*Goods Receiving Department*  
**Corso XX Settembre 39**  
**IT-26100 Cremona – Italy**  
**phone: +39 0372 801 808**

Your Cremona Tools Team

Internal remarks for the return department