



Modulo di richiesta rimborso

Date: / /

Name:

Surname:

Order n°:

Which item would you like to return?

Suit Jacket Trousers Overcoat

Reasons why you want to get a refund:

Attached are the 3 photos required (front, side, back) together with the email for the refund.

Bank details for the refund.

How did you pay for the order?

POS (Point of sale payment) Bank Transfer Paypal Credit Card

If you paid by POS or Bank Transfer please indicate the coordinates where to send the refund:

Bank:

IBAN:

BIC/SWIFT:

Alternatively, your Paypal address:

Recap of the main commercial and contractual conditions:

Art. 59 letter c) of the Consumer Code ("Exceptions to the right of withdrawal") applies to made-to-measure and fully customised orders, in derogation from articles 52 to 58 of the same Code.

To ensure a high level of service, Vocative società Benefit S.r.l. provides for the withdrawal of the contract, if the garment has: structural imperfections, fit problems or can not be modified. Vocative società Benefit S.r.l. provides for the reimbursement of the amount paid following the fulfillment of the conditions listed in the Returns and Refunds section.

Only unused and undamaged items will be accepted. Vocative reserves the right to refuse to issue a refund if the item shows obvious signs of use or damage. Garments that have been altered in any way will not be accepted.

To obtain reimbursement, proceed as follows:

Download, by accessing the link in the "Changes and Refunds" section, the file to be completed to request a refund, and send it by e-mail to info@vocative.it or by registered mail to the address below, enclosing 3 photos of the garment worn (seen from the front, side, back) so that the defect is visible.

The complaint is reviewed and approved by Vocative staff, who will notify the customer of their approval.

The item to be returned must be boxed in its original packaging and sent at your expense, together with the return approval form, by traceable shipping method to the address:
Vocative società Benefit S.r.l. – Via Corridoni 1, 20122 (MI) – ITALY –

Within 7 working days of receipt of the item, the amount will be credited back to the same payment method used at the time of purchase if possible (Credit Card on website, PayPal). Otherwise, the customer must communicate in the Return Form the bank details on which they wish to receive the refund.

Any shipment that does not comply with the above conditions will be returned to the sender without refund.

We would also like to remind you that:

The item must be returned undamaged (i.e. unused and complete with all original packaging and accessories) together with the approved Return Form.

For international returns, we ask you to mark the contents as 'Return' and declare the value as 1 EURO. All shipping and customs costs will be borne by the customer.

Once the above conditions have been met, the purchaser is entitled to a full refund of the amount excluding shipping costs. Coupons or Discount Coupons used to purchase the item will be replaced with new Coupons or Discount Coupons to be used for other purchases. The customer must return all items purchased, if they are part of a promotion, to receive a full refund. Any retained items will be charged at full market value.

NO RETURNS WILL BE ACCEPTED WITHOUT PRIOR NOTICE BY EMAIL TO info@vocative.it OR registered mail.

Signature