

RETUR FORM

Dear

Il Progetto S.r.l.

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By e-mail [attaching the completed form]; or

Via registered mail with return receipt [sending the printed and completed form]; or

Via PEC [attaching the completed form]

The undersigned _____, residing in
_____, n. street address _____, e-mail address
_____, telephone
_____, with reference to the order
number No. _____, received on _____ I communicate your
intention to exercise the right of withdrawal in relation to the following products [*Insert
identification information of the product/s which you intend to return*]

**Additional notes – eg. exchange request for another item / size exchange [in this case, it is
necessary to provide detailed information about the desired product and/or the different
size]:**

Return Method

I choose to return the products according to one of the following return methods [*select the
chosen option*]:

- delivery of the product by a forwarder of my choice; or
- collection of the product at home by the courier DHL Global Forwarding & Freight
(Italy) S.p.A. commissioned by Il Progetto S.r.l. [*option valid only for returns from
Italian territory*], at the expense of Il Progetto S.r.l.

- collection of the product at home by the DHL Express courier appointed by Il Progetto S.r.l. [*option valid only for returns from territories other than Italy*]. In this case, the Customer will have to bear the return costs, which will be indicated in the return confirmation e-mail, together with the payment methods.

By choosing to collect the product at home, the Customer will receive an e-mail at the address entered in this form with the courier's collection date, the return references and, if due, the amount of the return costs and the methods of payment.

In the event that the return is made for the purpose of changing the product or changing the size, the following information will also be indicated in the above email:

- a) availability of the product (or different size of product) requested by the customer;
- b) any additional amount to be paid for the product indicated or the different size;
- c) amount of shipping costs and related payment methods;
- d) any further information useful for the delivery of the new product.

*** **

I would like the courier to collect the product at the following address:

Name and Surname	
Address	
City	
Zip Code	
State/Country	
Relevant notes for the courier (conciierge, intercom, etc.)	

NB: THE WITHDRAWAL DATE INDICATED IN THE EMAIL MAY BE RESPECTED ONLY ON THE CONDITION THAT THE CUSTOMER PAYS THE RETURN COSTS - IF THE PAYMENT METHOD IS NOT AVAILABLE OR NOT SELECTED THE PAYMENT METHOD CASH ON DELIVERY- WITHIN A

DEADLINE WHICH WILL BE INDICATED IN THE INTERNAL OF THE SAME EMAIL.

OTHERWISE, THE WITHDRAWAL WILL NOT TAKE PLACE ON THE DATE INDICATED IN THE EMAIL AND THE CUSTOMER WILL AGREE ON A FURTHER WITHDRAWAL DATE, ALWAYS ON THE CONDITION THAT THE RETURN COSTS ARE PAID WITHIN A DEADLINE INDICATED EACH TIME (IF NOT AVAILABLE AND/ OR SELECTED THE METHOD OF PAYMENT CASH ON DELIVERY).

Reimbursement

I would like to receive a refund:

through the payment method used by me for the purchase and more precisely:

Payment method used by the Customer for the purchase	Refund method
Bank transfer	Bank transfer
Credit card	Reversal of the credit card transaction
Paypal	Re-credit to the Paypal account used

through a payment method other than the one used by me for the purchase on the condition that I do not have to bear any costs and more precisely:

Refund method chosen	Information required to make the refund
Bank transfer	IBAN:
Credit card	IBAN:
Paypal account	Paypal account number:

NB: in case of acceptance of the request for product change or size change, no refund will be due.

Return instructions

1. It is an essential condition for the customer to exercise the withdrawal that the integrity of the products to be returned is preserved. In particular, the products:
 - must not have been used, worn, washed, ironed or damaged;
 - the identification tag must still be attached to the products, as well as the various composition and washing labels;

- must be arranged in the original packaging and complete with all the accessories and elements present in the original packaging.
- 2. The customer will be responsible for the decrease in the value of the products resulting from handling other than that necessary to establish their duration, characteristics and functioning or in the absence of the elements or accessories present in the original packaging.
- 3. The withdrawal does not apply to products that do not lend themselves to being returned for hygienic or health protection reasons.
- 4. The products of the same order that are returned must be sent in a single shipment. Therefore, we reserve the right not to accept products belonging to the same order that have been returned at different times. The products must be returned duly packaged and packaged at the customer's expense, preferably using the delivery packaging.

Date _____

Signature (only if this form is sent by registered letter with return receipt)
