

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

Request your “Returned Goods Code” by completing this form and send it to customerservice@labfirenze.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 or mobile phone	
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@labfirenze.com; this code must always be indicated when returning goods**

RETURNED GOODS (SKU)	SIZE	COLOR	Q.TY

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@labfirenze.it:

this form duly completed;

all photographic material supporting the claim;

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 THE BRIDGE S.p.A. authorising the return of the goods, the same must be consigned to the appointed Carrier and sent to the following address:

Lab Firenze srl via dei Benci 47 R 50123 Firenze , ITALY

within 30 (thirty) days from receiving such authorisation from Lab Firenze srl, together with a copy of the authorisation and the "RETURNED GOODS CODE".