

RETURN FORM version EN 2024-04-26

If you wish to return a purchased item, you can do so within 14 days of the delivery date. **Please attach the original proof of purchase to the returned product.** Please remember that personalized products are not eligible for returns. This includes items such as those with custom dedications, pictures framed at the customer's request, including frames that are available for purchase in our store, as well as custom-ordered frames.

The product must be in its original condition, meaning it should have the original packaging, show no signs of use, not be damaged, and be returned in the condition it was sent. If you receive a damaged item, don't hesitate to get in touch with the courier company immediately to report the damage and seek compensation.

Although it is not mandatory, we would be grateful if you could provide a reason for the return when doing so. We want our products to meet your expectations, so any suggestions are welcome.

We will refund all payments received from you, including delivery costs (except for the additional costs arising from your choice of a delivery method other than our least expensive standard delivery option), without undue delay, no later than 14 days from the day we receive the returned goods from you (there are exceptions described in section 8.2 in our Terms & Conditions). The refund will be processed using the same method of payment that you used for the initial transaction unless you have expressly agreed otherwise; in any case, you will not incur any fees as a result of the refund.

ORDER NUMBER:

ORDER DATE:

INVOICE/RECEIPT NUMBER:

FULL NAME:

ADDRESS:

PHONE:

EMAIL:

PRODUCT NAME	GROSS PRICE	REASON FOR RETURN

Your comments:

- Select only one of the two of options below. If both or none are selected, we will proceed with the first option.**
- Please refund the money using the same method of payment that I used for the initial transaction.
 - Please refund the money to my IBAN number of the bank account

Fill out the fields below only if you want to receive the money in your bank account:
 IBAN number of the bank account:
 IBAN _ _ - _ - _ _ _ _ - _ _ _ _ _ - _ _ _ _ _ - _ _ _ _ _

I declare that the item I am returning has not been used, and that the information I have provided is true and accurate. I accept the above conditions and the Terms & Conditions available on the website www.gicleon.com.

.....
 (Country, city, date)
 (Signature)