

REFUND, RETURN AND WITHDRAWAL REQUEST FORM

Order details

First Name and Surname of the person named on the order	_____
Order number	_____
Order date	_____
Delivery date	_____
Total order amount	€ _____
Country of delivery	☐ Switzerland ☐ United Kingdom ☐ Italy ☐ Country within the EU: _____ ☐ Other Countries: _____
Payment method	☐ Card ☐ Other methods: _____

1. Request for:

- ☐ Returns/replacement of product(s)
- ☐ Withdrawal due to a change of mind*

* In accordance with Article 3 of the **Replacement, Refund and Withdrawal Policies**, the right to withdraw from a purchase on the grounds of a change of mind may only be exercised in respect of items not intended for human consumption. As Andante 1988 does not currently sell non-food products, it is not possible at present to submit requests to withdraw from a purchase on the grounds of a change of mind.

2. Reason for the request

- ☐ One or more broken or damaged items
- ☐ One or more items missing from the order
- ☐ An item delivered that is different from the one ordered
- ☐ Packages missing at the time of delivery

3. Package condition at the time of delivery

- ☐ Outer packaging visibly damaged on delivery
- ☐ Package opened or tampered with
- ☐ Package intact and shows no signs of tampering

4. Events at the time of package delivery

- ☐ I accepted the parcel with specific reservations
 - ☐ I accepted the parcel without specific reservations
 - ☐ I refused the parcel because it was visibly damaged/because some of the parcels were missing during the delivery
 - ☐ The damage was not visible from the outside at the time of delivery
 - ☐ I cannot remember / I do not have proof of the complaint made to the courier
 - ☐ The parcel was collected from a collection point other than my home address
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- ☐ I checked that all the goods were present upon delivery
 - ☐ I did not check all the goods upon delivery

5. Documentation to attach to the form (mandatory)

- ☐ Photo of the outside of the parcel
- ☐ Photo of the inside of the parcel showing the original packaging
- ☐ Photo of the damaged product(s)
- ☐ Photo of the product received that is different from the one ordered, including the label on both sides (if the product is different from the one purchased)
- ☐ Evidence of a complaint to the courier / acceptance subject to reservation / refusal of the parcel (if available)
- ☐ Copy of the invoice, packing list, customs documents or accompanying documents (if available)
- ☐ Other relevant documentation:

6. Products concerned

Product ordered	Quantity	Problem encountered

7. Description of the problem

Place and Date: _____

Signature: _____