



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

Request your **“Returned Goods Code”** by completing this form **and send it to [customercare@gianvitorossi.com](mailto:customercare@gianvitorossi.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 and/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: [customercare@gianvitorossi.com](mailto:customercare@gianvitorossi.com); this code must always be indicated when returning goods

RETURNED GOODS (SKU)	Detailed description of the defect/non-conformity

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 [customercare@gianvitorossi.com](mailto:customercare@gianvitorossi.com):

- a) this form duly completed;
- b) all photographic material supporting the claim;
- c) 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 GIANVITO ROSSI S.r.l. authorising the return of the goods, the same must be consigned to the appointed Carrier and sent to the following address:

GIANVITO ROSSI ONLINE BOUTIQUE, Naniwa, 2-4-20 Shiohama, Koto-ku, 135-0043, Tokyo

within 30 (thirty) days from receiving such authorisation from GIANVITO ROSSI S.r.l., together **with a copy of the authorisation and the "RETURNED GOODS CODE"**.