 **RETURN FORM**

Order Date:…../…../…..

Order number:…………………………………. **Telephone no.\*:………..…………………….**

**RETURNED PRODUCTS :**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Code | Colour | Size | Reason code |  | Α/Α  | Reason codes |
|  |  |  |  |  | **1** | Big size |
|  |  |  |  |  | **2** | Small size  |
|  |  |  |  |  | **3** | Faulty, please specify |
|  |  |  |  |  | **4** | Late delivery |
|  |  |  |  |  | **5** | Looks different from the image on the site |
|  |  |  |  |  | **6** | Other, please specify |

**□ EXCHANGE via e-shop**

Please place a new order to reserve the new products of equal or greater value than the returned items and mention in the comments that this is an exchange for order # (original order number)\*. If you choose credit card payment, the amount for the returned items will be refunded to your card. If you choose cash on delivery as your payment method, any additional amount may be paid in cash upon delivery of the new package.

|  |  |
| --- | --- |
| **New order number:** |  |

**New Products:**

|  |  |  |
| --- | --- | --- |
| Code | Colour  | Size |
|  |  |  |
|  |  |  |
|  |  |  |

 **□ EXCHANGE in a physical store**

You can make an exchange at any of our physical stores with no additional shipping charge. Please bring the returned items along with the invoice to the store that is most convenient for you. You have the right to exchange the unwanted products for others of equal or greater value or to receive a voucher for future use, in accordance with the policies of our physical stores. Items in the Outlet category of the e-shop cannot be exchanged in physical stores, but only via the e-shop.

**□ REFUND**

If payment was made by card when the order was placed, you do not need to provide your bank details. The money will be refunded to the card used for the purchase. For Final Sale items and products from the Outlet category, refunds are not available, but only exchanges for other Final Sale/Outlet items. Refunds are not processed in our physical stores.

Name on card:

Bank name:

ΙΒΑΝ:

**USEFUL INFORMATION FOR EXCHANGES**

1. **Non-discounted products** can be exchanged within **15 calendar days** from the first delivery attempt. **Discounted products** can be exchanged within **7 calendar days**, only for other discounted products.
2. You are entitled to partial or full exchange of your order within 14 or 7 calendar days from the date of the first delivery attempt. You can use one of the partner courier companies (GAP Akis Express, Geniki Tachydromiki, or Box Now) for your return by selecting recipient billing, with an additional charge of €3 (only in Cyprus). This amount will not be paid upon returning the item but will be charged to your new order.
3. If the reason for the return is due to the company’s fault (e.g., wrong item, defective product), the return shipping cost will be covered by the company. In this case, shipments are only made via the partner courier company GAP Akis Express. If you choose to use any other courier service, you will be responsible for the full shipping cost, which must be paid to the courier company at the time of shipping the parcel.
4. Products must be returned in excellent condition, with special tags (labels) not removed, and must be accompanied by the sales receipt/invoice.

**USEFUL INFORMATION FOR REFUNDS**

1. You are entitled to a partial or full refund of your order within 7 calendar days from the date of the first delivery attempt.
2. You can use one of the partner courier companies (GAP Akis Express, Geniki Tachydromiki, or Box Now) for your return by selecting recipient billing, with an additional charge of €3 (only in Cyprus). This amount will not be paid upon returning the item but will be deducted from your refund. If you received your parcel via Box Now, you can return it to any locker that is convenient for you by entering the parcel number.
3. If the reason for the return is due to the company’s fault (e.g., wrong item, defective product), the return shipping cost will be covered by the company. In this case, shipments are only made via one of the partner courier companies (GAP Akis Express, Geniki Tachydromiki, or Box Now). If you choose to use any other courier service, you will be responsible for the full shipping cost, which must be paid to the courier company at the time of shipping the parcel.
4. Products must be returned in excellent condition, with special tags (labels) not removed, and must be accompanied by the sales receipt/invoice.

*Important note, please make sure to fill it in.*

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**returns@brouska.com**

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