**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 it is an exchange for order # (original order number).**\*** If you choose credit card as the payment method, the amount for the returned products will be refunded to your card. If you choose cash on delivery, any additional amount that may arise must be paid in cash upon delivery of the new package.

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

**New Products:**

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

**□ REFUND**

If the payment was made by card at the time of order placement, you do not need to provide your bank details. The refund will be issued to the same card used for the purchase. Final Sale and Outlet category products are not eligible for refunds, only exchanges for other Final Sale/Outlet products. Refunds cannot be processed at 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 a **partial or full exchange** of your order within **14 or 7 calendar days**, depending on the product type. Returns must be made via **Geniki Tachydromiki or Box Now**, with **recipient charges**:
	* **Geniki Tachydromiki**: €5 (please mention at checkout that collection will be from a Service Point in Cyprus).
	* **Box Now**: €7-14 (depending on package size).
	* This amount will **not** be paid at the time of return but will be charged to your new order.
	* If you received your order via Box Now, you can return the package by entering the tracking number at any convenient locker.
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 Geniki Tachidromiki. 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. Returns must be made via **Geniki Tachydromiki or Box Now**, with **recipient charges**:
* **Geniki Tachydromiki**: €5 (please mention at checkout that collection will be from a Service Point in Cyprus).
* **Box Now**: €7-14 (depending on package size).
* This amount will **not** be paid at the time of return but will be **deducted from your refund**.
* If you received your order via Box Now, you can return the package by entering the tracking number at any convenient locker.
1. 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 Geniki Tachydromiki. 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.
2. 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.*

**27-29 Paphou Chrysanthou, 8010, Paphos, Cyprus**

**returns@brouska.com**

**+357 26 220 648**