 **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 |

**□ 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. Refunds are not processed in our physical stores.

Name on card :

Bank name :

ΙΒΑΝ :

**USEFUL INFORMATION FOR REFUNDS**

1. You are entitled to initiate a partial or full refund of your order within 7 calendar days from the date of the first delivery attempt.
2. Please ensure that the returned items are received by us within 15 calendar days from the date of the first delivery attempt.
3. All delivery fees will be the responsibility of the customer.
4. 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, please email us at returns@brouska.com with photos of the damaged item, and we will inform you of the next steps.
5. 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**

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