

# Returns

## RIGHT OF WITHDRAWAL

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If you purchased a **product** through the site **www.kippy.eu** and are a consumer, you have the right to withdraw from the product's purchase agreement within 14 calendar days ("**Withdrawal Period**") without providing any reason. The Withdrawal Period will expire after 14 days:

a) in the case of an order for a single Product, commencing upon the day in which you have, or an individual designated by you has physical possession of the Product;

a) in the case of an order for multiple Products with disaggregated shipping, commencing upon the day in which you have, or an individual designated by you has physical possession of the last Product of the ordered batch; or,

a) in the case of an order relating to the delivery of a Product comprising several batches or multiple pieces, commencing upon the day in which you have, or an individual designated by you has physical possession of the last batch or piece of the Product.

If you purchased a service package ("**Package**") and are a consumer, you have the right to withdraw from the Product purchase agreement within the Withdrawal Period without providing any reason. The Withdrawal Period will expire after 14 days from the implementation of the Package purchase agreement.

We remind you that by clicking on "Buy Now", which appears on the summary of the Package purchase agreement, you are asking for the Package to be activated prior to the expiration of the deadline to exercise your right to withdraw, pursuant to and by effect of Article 51, paragraph VIII, of the Consumer Code, without prejudice to your right to exercise this right, in which case, you will be required to pay, pursuant to Article 57, paragraph III of the Consumer Code, an amount proportional to what you have received up to the time in which you informed us of your decision to cancel all remaining services to be provided for by the purchase agreement ("**Proportional Amount**"). The Proportional Amount will be calculated by dividing the cost of the Package by the number of days elapsed between the execution of the Package purchase agreement and the day in which you informed us of your decision to cancel the agreement, and will be deducted from the amount we are required to return to you as a result of your decision to cancel.

To exercise the right to cancel the purchase of a Product or a Package, you are required to explicitly notify Ecommerce Outsourcing Ltd, c/o Kippy s.r.l., Via Lombardini 10, Milan (20143), of your decision to cancel the purchase agreement (e.g., via letter sent by post, fax or email). To this end, you can, though are not required to use the attached cancellation form.

You can also fill out and submit electronically the cancellation form by following the procedure outlined in the section "Right to Withdraw" of our website. In the event you choose to exercise the option to cancel, we will promptly send you an acknowledgment of receipt of your notification through reliable communication means (e.g., email).

To comply with the withdrawal deadline, it is sufficient that you send your notification concerning your decision prior to the expiration of the Withdrawal Period.

### **Effects of Withdrawal**

If you cancel a Product purchase agreement, you will be refunded all payments you have sent us, including shipping charges, without undue delay and, in any case, no later than 14 days from the day we receive your notification to withdraw.

If you cancel a Package purchase agreement, you will be refunded all payments you have sent us, minus the Proportional Amount, without undue delay and, in any case, no later than 14 days from the day we receive your notification to withdraw.

These refunds will be made using the same means of payment you have used for the initial transaction, unless you have expressly agreed otherwise; in any case, you will not incur any fees to receive your refund.

Where, due to the medium used for the initial transaction (i.e., check), it is not possible to use the same means of payment, reimbursement shall be by bank transfer. To this end, we will ask you for your bank information, if you have not previously provided such information to you.

A refund can be suspended until goods are received or until you can provide us with proof that the goods have been shipped back to us, whichever is earlier, except in cases in which you will return the goods through the courier recommended by us.

In case of partial cancellation of a purchase agreement for multiple orders, the shipment costs to be refunded will be calculated on the basis of the weight of the Product subject to cancellation, then making a pro rata distribution of the shipment costs with respect of each Product in the multiple order, and returning only the shipping costs relating to the Products cancelled. In any case, the shipment costs to be returned will never exceed the amount effectively paid by you for the entire order.

Please return the products to the following address: Ecommerce Outsourcing s.r.l. Via Sesia snc, Rho, (20017) (MI), without undue delay and, in any case, within 14 days from the day you informed us of your decision to cancel your purchase agreement. The deadline will be met if you return the goods prior to the expiration of the 14-day period.

**If you choose to return the goods through this option, the costs of returning such goods will be your responsibility.**

In the event that the Products, by their nature, cannot be returned by post, we remind you that the return cost is estimated to be approximately € 5.99.

Alternatively, you can also choose, at your discretion, to return the goods by a courier chosen by us. In that case, you will need to use the pre-filled label we will send you by e-mail upon receipt of your cancellation notification. The label must be attached to the package containing the Product you wish to return, making sure that it covers the label relating to our original delivery to you. You will have to contact the carrier via email to schedule a package pick up date and agree to a collection date and place. **As indicated in our email, the cost of the call to the courier will be your responsibility. Delivery is under our responsibility, but the direct costs of returning the Product are borne by you; these costs will be equal to those incurred by you to receive the original Product and will be deducted by us from the amount due to you as a result of your request to cancel the purchase agreement.**

In any case, you are only responsible for the decrease in value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.