



## RETURNS FORM / OPT-OUT CLAUSE

The undersigned, according to the legislative decree. 15.01.92, no.50 and application of D.L. 185/99 of the Italian Republic, hereby declare the withdrawal of the sales contract, agreed outside of the commercial premises of Main Street srl - Via G. di Vittorio 3/5 59022 Usella Cantagallo (Prato), under the terms and conditions.

Customer reference:

Personal details

**Name** \_\_\_\_\_

**Surname** \_\_\_\_\_

**Address** \_\_\_\_\_

**Town** \_\_\_\_\_ **Province** \_\_\_\_\_

**Country** \_\_\_\_\_

Invoice/Order reference

The information you need to fill in the fields below can be found on the invoice against the relevant product you wish to return.

**Order Number** \_\_\_\_\_

**Item Code** \_\_\_\_\_

**Brief description** \_\_\_\_\_

**Reason for return** \_\_\_\_\_

To be entitled to a refund you must take action within 10 days of receiving the goods.

First of all, please ensure the following to conditions have been fulfilled:

- The online returns form must be completed and sent to DHGSHOP who will then notify you immediately of the returns number
- The products must be unused
- The products must be returned in their original packaging
- We must receive the returned products in a single shipment within 20 days of the customer receiving the package



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Provided that these conditions are fulfilled, DHG will exchange the product with another one of your choice for the same or greater value or you'll be credited with a voucher for the whole amount of the returned goods.

If the return is due to an error on our part, you will be reimbursed the cost of the delivery and the exchange will be at our expense. Should this not be the case all the delivery charges will be at your expense.

Once we have received the goods and satisfied all the conditions have been met, we will process your refund and the replacement goods will be sent to you immediately.

In the event that the item isn't available, you'll be credited with a voucher for the total amount of the returned goods.

This form must be filled in and sent to DHGshop who will then notify you immediately of the returns number.

**Goods must be sent to this address:**

Main Street srl  
Via M. Panconi 15/17  
59100 Prato

**This form must be completed in full and sent to:**

Main Street srl  
Via G. Di Vittorio 3/5 – 59025 Usella/Cantagallo (PO)  
Fax 0574/982402 – [info@dhgshop.it](mailto:info@dhgshop.it)