

INFORMATION AND CONDITIONS OF USE CONCERNING THE EXERCISE OF RETRACTION RIGHT

Retraction right

You have a right of retraction of fourteen (14) days after the day on which you, or a third party other than the carrier and designated by you, takes physical possession of the item ordered (in the case of the order of several items and a split delivery, this right counts from the taking of physical possession of the last item).

To exercise your retraction right, you must, before the expiry date, notify us of your decision to withdraw in writing (without having to give a reason), by post or e-mail to the following address:

Postal address :

ZEGG & CERLATI – SAM de BIJOUTERIE Service E-Commerce, Place du Casino, 98000, MONACO

Email :

online@zegg-cerlati.com (an acknowledgement of receipt will be sent to you in reply)

You can use the attached form, but it is not compulsory. If you send us your request by mail, whether on paper or electronically, to provide the best treatment, thank you to mention: the date of the request, your full contact details, your order number and date, as well as the reference(s) of the returned item(s) and the date of receipt of the product. In the case of a paper request, by mail, do not forget to affix your signature.

Retraction effects:

In the event of your retraction, we undertake to reimburse the payment(s) received for the product(s) returned, including delivery costs (except for additional costs arising from the fact that you have chosen, where applicable, a method of delivery other than the least expensive standard delivery proposed by us); this, without excessive delay and no later than fourteen (14) days from the day we are informed of your decision to retraction. The refund will be made by the same means of payment that you used for the initial transaction, unless you expressly request to use another means (orders paid by credit or gift vouchers can only be refunded by credit or gift vouchers); in any case, this refund will not incur any costs for you.

Refunds may be deferred until we have received the returned goods or provided proof of shipment of the goods, whichever comes first. You are responsible for the direct cost of returning the goods. The products on which you have requested an engraving are personalized and become unfit for resale, these products cannot be taken back under retraction right.

Similarly, the product must be returned to us in its original condition, new, complete, and free of any trace of use other than that necessary to establish the nature, characteristics, and proper functioning of it; the items that would have been worn excessively (is tolerated a fitting of the product, in the same sense as when purchased in a physical store), damaged, soiled, or incomplete will not be accepted back.

You will take care of the packaging and the protection of the product(s) to allow the best conditions of transport.

-- RETRACTION FORM --

Please complete and return this form only if you wish to retraction from the sales contract and within 14 days of taking physical possession of the item(s).

Reminder: the use of this form is not compulsory; you can formulate your request by free mail or electronic mail in accordance with the attached information notice entitled:

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To: BIJOUTERIE ZEGG & CERLATI - Place du Casino - 98000 MONACO

I notify you of my decision to exercise my retraction right from the contract for the sale below:

Invoicing information:

Last name:

First name:

Postal address:

Email:

Reference	Designation	Date of receipt	Quantity	Amount TTC
Return's reason:				
Return's reason:				
Return's reason:				
Return's reason:				

In:

Signature:

Date:

To send to: BIJOUTERIE ZEGG & CERLLATI – Place du Casino – 98000 MONACO.
 Or in Email online@zegg-cerlati.com (an acknowledgement of receipt will be sent to you in reply)