



COLOMBO

**LANIFICIO COLOMBO SHOP**

**RETURNED GOODS FORM – RETURNING OF NON-CONFORMING OR DEFECTIVE GOODS**

**Request your “Returned Goods Code”** by completing this form **and send it to** [customercare@lanificiocolombo.com](mailto:customercare@lanificiocolombo.com). Please use capital letters and complete all the fields, except the “Returned Goods Code” field.

When you receive your “RETURNED GOODS CODE”, write in the relative field and **place this form inside the packaging** together with the defective/non-conforming products. Thank you!

**YOUR PERSONAL DETAILS**

Name and surname:	
Address:	
Phone and/or mobile phone	
E-mail:	

**YOUR ORDER INFORMATION**

Order number:	
Returned Goods Code*:	
Remarks (optional):	

\*if you don't have a “returned goods code” send an e-mail request to: [customercare@lanificiocolombo.com](mailto:customercare@lanificiocolombo.com) ; this code must always be indicated when returning goods

RETURNED GOODS (SKU)	Detailed description of the defect/non-conformity

Date and place \_\_\_ / \_\_\_ / \_\_\_\_\_, \_\_\_\_\_

Signature of the Customer \_\_\_\_\_

### **IMPORTANT**

Please note that any non-conformities or defects detected on the purchased goods must be reported within the terms indicated on the Sales Conditions you accepted on making your purchase; the same also indicate the rights you are entitled to concerning the ascertaining of non-conformities or defects.

In particular, you are required to send the documents below by e-mail to [customercare@lanificiocolombo.com](mailto:customercare@lanificiocolombo.com) :

- a) this form duly completed;
- b) all photographic material supporting the claim;
- c) confirmation of the order sent by the Vendor and/or the sales receipt.

If, after sending the above e-mail, you receive an answer from TRIBOO DIGITALE S.r.l. authorising the return of the goods, the same must be consigned to the appointed Carrier and sent to the following address:

T.W.S. Logistica s.r.l, Via Caduti di Nassirya 5a/b/c -20900 - Monza (MB) – ITALY

within 30 (thirty) days from receiving such authorisation from TRIBOO DIGITALE S.r.l., **together with a copy of the authorisation and the “RETURNED GOODS CODE”**.