

Right of withdrawal

Sales of products via the Internet are governed by articles 50 to 68 ("distance contracts") of Legislative Decree 206/2005 (Consumer Code). This legislation provides for the consumer the right to withdraw from contracts or contractual proposals, guaranteeing the right to return the purchased product and to obtain reimbursement of the costs incurred.

The right of withdrawal cannot be exercised if the product is not intact, i.e.:

- in the absence of the original packaging;
- in the absence of integral elements of the product (any accessories, cables, etc.);
- for damaged products.

The right of withdrawal is reserved exclusively for consumers (natural persons who purchase the goods not for purposes related to their professional, commercial or business activity), therefore it cannot be exercised by legal persons and natural persons acting for purposes related to the business professional eventually carried out.

The costs of returning the product are charged to the customer.

Methods and times for exercising the right of withdrawal.

In order to exercise the right of withdrawal it is necessary to notify Premium Services the will to withdraw from the contract in the following ways, within 10 working days upon receipt of the goods:

- send a registered letter with acknowledgment of receipt or a telegram or fax to following address

Premium Services Srl

Viale delle Industrie, 33

20883, Mezzago.

Attention: Iose Fiocchi

or

by Email at : info@hairspares.eu

Within 5 (five) working days from receipt of the notification, Premium Services will send the Customer the Return Authorization Number (RMA) which will identify the case.

Within 14 working days upon receipt of the Return Authorization Number, the Customer will send to Premium Services the product carefully packed in the original packaging and complete with all accessories and everything originally contained. The Return Authorization Number (RMA) has to be clearly noted on the packaging.

Repayment times and methods to the Customer of the product and shipping costs

Premium Services will refund within 30 days from the date on which it became aware of the exercise of the right of withdrawal by the Customer. In the event that the product has already been delivered to the Customer, Premium Services will refund following the return of the product and the verification of its integrity

For purchases made with one of the following payment methods:

- cash on delivery

- Bank transfer

- Postal

Premium Services will proceed with the refund by bank transfer