



EXCHANGE FORM

Italiantouch s.r.l.

Via Stendhal, 35
20144 Milano

I hereby request to change the following products:

PURCHASED AND RETURNED PRODUCTS

Product code	Size	Quantity

with the following products:

REPLACEMENT PRODUCTS

Product code	Size	Quantity

Customer's first and last name:

Order number of the product you have purchased:
(as indicated in the order confirmation e-mail)

Reason for return:

- The item's colour did not meet my expectations
- The item's size did not meet my expectations
- I am not entirely satisfied with the item
- Other

Signature

Date

EXCHANGES

Without prejudice to the right to rescind the contract (see standard withdrawal instructions, standard withdrawal form) and art. 11 of the General Conditions of Sale, as well as what provided for with regard to the Legal Warranty of Conformity and the Manufacturer's Conventional Warranty, art. 12 and 13 of the General Conditions of Sale, you can replace any product purchased on STORE.TODS.COM within 14 working days of the date we have delivered it to you. Follow these easy steps in order to proceed with the replacement:

1. Contact the Customer Service and notify which item you would like to receive as a replacement for the one you have purchased and returned; if the item requested is available, the Customer Service will reserve it for you while waiting for the returned item and the exchange form duly filled out;
2. Fill out the exchange form you have found inside the parcel where the purchased item was placed;
3. Please insert the item you wish to return and the exchange form, duly filled out, in the same box where the item was placed when delivered or, if you prefer, in another box with similar stability and robustness features;
4. Close the parcel and attach the pre-printed and pre-paid UPS label which was inside the parcel in which the purchased item was delivered; if you are using the same box in which the purchased item was delivered, please make sure the UPS label perfectly covers the details regarding the first shipping;
5. Contact UPS at the number that you can find at store.fay.com/change or using the website www.ups.com to arrange the pick-up of the parcel you want to return. If you have lost the UPS label, please ask for a new one when you contact UPS to schedule the pick-up, and fill it out with the following details:

Recipient:

Italiantouch s.r.l.
c/o Traconf
Via Primo Maggio, 19
20010 Vanzago (MI)

Select the **"Standard Service"** and **"Charge to recipient"** options as payment terms and specify the following code as UPS recipient code: **Y5239E** (Italiantouch SRL).

The exchange service we offer in partnership with UPS is **pre-paid** and allows you to be refunded if the item you have sent back is stolen or lost during the shipping to our warehouse.

If you prefer, you can use a different carrier other than UPS, but in that case the shipping fees will be at your expense; in this case we suggest you insure the pick-up and shipping so that you will be refunded if the item is reported stolen or lost.

Request of exchange from a different country

If the returned goods are shipped from the a different country from that to which the order was originally delivered (as specified in the order confirmation e-mail), the customer must cover the return expenses using their courier of choice. The returned goods must be shipped to: Italiantouch s.r.l. c/o Traconf Via Primo Maggio 19, 20010 Vanzago (MI), without undue delay, and in any event not later than 14 days from the day on which the decision to withdraw from the contract was notified. The deadline is met if the goods are sent back before the period of 14 days has expired. Any fees directly connected with the return of the goods (here included customs duties) are at customer's expenses. The customer will be held responsible for the return shipment of the goods. In the event that the order includes goods that cannot be returned via postal service, please refer to the table below reporting the estimated maximum cost depending on geographical area and weight:

Geographical area	Weight range: 0-15 kg	Weight range: 15-30 kg
China	€300.00	€500.00
United States of America	€300.00	€500.00
Other Far East countries (Mongolia, North Korea, South Korea, Taiwan)	€400.00	€600.00
Brasil, Argentina	€400.00	€600.00
Russia	€400.00	€600.00
Other South American countries (Colombia, Venezuela, Chile, Paraguay, Uruguay, Peru, etc.)	€500.00	€700.00
Africa	€500.00	€700.00
Middle East	€500.00	€700.00
Rest of the World	€500.00	€1,000.00

Please remember that if you want to effectively exchange the item you have purchased, you need to hand it to UPS or to the optionally selected carrier, following the procedure as specified above, **within 14 days of the date we have delivered the item you have purchased - and that you want to return - in the first place.**

We would like to remind you that the replacement you have requested can be carried out **only if the item that you are requesting as a replacement is available in our warehouse and only if the item that you are sending back is intact**, as well as complete with accessories, illustrative sheets, identification tags and labels, and put inside the original packaging, together with a copy of the purchase invoice and of the exchange form filled out in all its parts. Italiantouch s.r.l. reserves the right to reject exchange requests notified beyond the 14-days term as indicated above or relative to products which are not in the same conditions as when the item was delivered to the customer; in this case no refund of the amount paid for the originally purchased item is provided.

Should the above-mentioned conditions apply, we will:

- **refund** the amount paid for the product (delivery expenses you might have incurred for purchasing the item you wish to replace and any other additional cost paid as a result of the order not included) without undue delay and in any case within and no later than 3 working days of the moment we receive the parcel containing the item you are returning. The refund will occur using the same payment method used for the initial transaction. You will be also sent a refund confirmation e-mail;

- **charge** you with the price of the item you have requested as a replacement once we will send it to you to the same address as specified in the order confirmation e-mail (regardless of the price being the same, or lower, or higher if compared to that of the product originally purchased in the first place) using the same payment method used for the initial purchase. At the time of shipping you will be sent a shipping confirmation e-mail;

- **deliver** the item you have selected as a replacement, once we receive the parcel with the item you have returned:
• **within 5-10 days if, when you purchased the item in the first place, you selected the "express delivery" option;**
• **within 7-13 days if, when you purchased the item in the first place, you selected the "standard delivery" option.**

The delivery terms above become effective from the moment we receive your returned item(s).