

You hold the right to return an order, or part of it, within **fourteen (14) calendar days** from the day of receipt.
 Find our return policy in detail at: www.bitsiani.com/returns-and-exchanges

NAME & SURNAME	ORDER'S NUMBER	ORDER'S DATE

IN CASE OF PRODUCT EXCHANGE:

1. Check the availability of the product which you desire as exchange. The new product should be of equal or higher price than the product you return.
2. Please fill in this return form and place it in the original packaging along with the product/s of your order and the receipt/invoice. The returning product must be in the original state, no label/tag should be removed.
3. Use any **BoxNow** locker by entering the 10-digit voucher code from your order's shipment. If you did not receive your parcel via BoxNow, please contact us at contact@bitsiani.com so we can issue a return code for you.
4. The process of product exchange costs €9.90 (refers to delivery costs) and is paid at the courier upon receipt of the new parcel.

RETURN PRODUCT				EXCHANGE PRODUCT			
Code	Color	Size	Quantity	Code	Color	Size	Quantity

IN CASE OF REFUND:

1. a) Arrange a return on your own expense using any means you wish. In this case, there is no additional charge.
 b) Alternatively, you may use any **BoxNow** locker by entering the 10-digit voucher code from your order's shipment. If you did not receive your parcel via BoxNow, please contact us at contact@bitsiani.com so we can issue a return code for you. In this case the return cost is €9.90 and will be deducted from the refund amount.
2. Please fill in this return form and place it in the original packaging along with the product/s of your order and the receipt/invoice. The returning product must be in the original state, no label/tag should be removed.
3. www.bitsiani.com is obliged to refund the amount equal to the value of the product returned, as stated in your receipt/invoice. This amount does not include shipping or payment method costs and excludes possible return costs.
4. Please fill in the following bank information:

Name of beneficiary:

Bank name:

IBAN:

ORDER RETURN DETAILS:

Affix the mailing label that you can find below securely onto the address side of the parcel.

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