

You hold the right to return an order, or part of it, within **fourteen (14) calendar days** from the day of receipt.

You should arrange a return on your own cost by any courier service of your choice.

Product exchange is unfortunately not available for orders outside Greece. Once we receive and check the returned product, we will refund your money to the bank details that you will declare below. Then you can simply re-order the product you want as a new order.

1. The returned product must be in the original state and no label/tag should be removed.
2. Fill in the Return Form and place the returned product along with its receipt/invoice in the original packaging.
3. Arrange the return.
4. [www.bitsiani.com](http://www.bitsiani.com) is obliged to repay the sums equal to the net value of the products, as stated in your receipt/invoice, within 14 calendar days. That period starts at the day we receive the returned product.
5. Find our return policy in detail at: [www.bitsiani.com/returns-and-exchanges](http://www.bitsiani.com/returns-and-exchanges)

| NAME & SURNAME | ORDER'S NUMBER | ORDER'S DATE |
|----------------|----------------|--------------|
|                |                |              |

| RETURN PRODUCT |       |      |          |
|----------------|-------|------|----------|
| Code           | Color | Size | Quantity |
|                |       |      |          |
|                |       |      |          |
|                |       |      |          |
|                |       |      |          |

**BANK DETAILS**

Name of beneficiary: .....

Bank name: .....

SWIFT or BIC code: .....

IBAN: .....

Signature

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

**P. BITSIANIS L.T.D.**  
7th km Thessalonikis – Oreokastrou str  
P.C. 564 29, Pavlos Melas, Thessaloniki, Greece  
TEL. +30 23 10 69 29 42 - 3  
  
[www.bitsiani.com](http://www.bitsiani.com)