

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](http://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. Visit any **ELTA Courier** store and return the parcel at the recipient's expense to the address listed in the last field of this Return Form. The process of product exchange costs € 5.90 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. You should arrange a return on your own cost by any courier service of your choice.
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](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.
4. Please complete the following bank information:

Name of beneficiary: .....

Bank name: .....

IBAN: .....

Signature

**ORDER RETURN DETAILS:**

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

**P. BITSIANIS L.T.D.**

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[www.bitsiani.com](http://www.bitsiani.com)