



EXCHANGES AND RETURNS

Dear Customer,

If the product does not meet your expectations, LUHDO allows an exchange or refund by returning the products within 14 days of receipt.

If you would like to return the product, please send an e-mail to **contact@luhdoatelier.com** mentioning RETURN/EXCHANGE + ORDER NUMBER in the subject line. You will receive a confirmation e-mail with instructions on how to proceed.

Please carefully read the following:

- ◆ All products must be returned in their original condition.
- ◆ Returned products must be accompanied by the corresponding purchase invoice, or a copy in case of partial return.
- ◆ The return request must be registered within 14 days of delivery of the product (the date to which reference will be made).
- ◆ The returned product must be sent- to LUHDO carriage prepaid, using the original packaging, within 2 weeks of the return email, to the following address:
AULT S.r.l., via Bertoloni 1 E/H, 00197 ROME, ITALY.
- ◆ Please enclose this form in the package, duly completed.

Products that have been used, altered or damaged will not be accepted.

LUHDO reserves the right to refuse returns or shipments that do not comply with the above requirements.

IMPORTANT

We will proceed with the exchange or refund of the product only if and when the returned goods are delivered to our offices.

LUHDO does not accept any liability for delays, losses or damage related to your return shipments.

We recommend that you keep your shipping confirmation receipts.

Thank you.

NAME AND SURNAME _____ ORDER NUMBER _____

TELEPHONE NO. _____ ORDER DATE _____

E-MAIL ADDRESS _____ DATE OF RECEIPT _____

REASON FOR RETURN