



ALFA ROMEO STORE

RETURNED GOODS FORM - EXERCISING WITHDRAWAL RIGHTS

Request your "Returned Goods Code" by completing this form **and send it to customercare@store.alfaromeo.com**. Please use capital letters and complete all the fields, except the "Returned Goods Code" field.

When you receive your "RETURNED GOODS CODE", write in the relative field and **place this form inside the packaging** together with the products you wish to return. Thank you!

YOUR PERSONAL DETAILS

Name and surname:	
Address:	
Phone and/or mobile phone	

2) Within the same term of 14 (fourteen) days from receiving the “RETURNED GOODS CODE”, the “RETURNED GOODS CODE” must be entered in the code field and the form attached to the goods to be returned to the following address

Triboo c/o Arvato, [via Lombardia 21, 24060, Telgate \(BG\)](#) ITALY,

i.e. to the carrier assigned to returning the goods

If the return process involves more than one product, they must all be returned together and/or in the same shipping lot to TRIBOO DIGITALE S.r.l. It is also mandatory for:

- a) the product to be intact;
- b) that all the price tags and labels are unaltered and still attached to the goods;
- c) the product to be returned in its original packaging;
- d) the goods are accompanied by the form referred to in section 1 above, complete with the “Returned Goods Code”**

When you exercise your legitimate right of withdrawal, TRIBOO DIGITALE S.r.l. shall refund you with price paid the goods, including the first shipping costs, within 30 (thirty) days from acknowledging the exercising of such rights.



ALFA ROMEO STORE

RETURNED GOODS FORM – RETURNING OF NON-CONFORMING OR DEFECTIVE GOODS

Please use capital letters and complete all the fields.

Request your “Returned Goods Code” by completing this form **and sending it to** customercare@store.alfaromeo.com.

When you receive your “RETURNED GOODS CODE”, write it in the **relative field** and place this form inside the packaging together with the defective/non-conforming products. Thank you!

YOUR PERSONAL DETAILS

Name and surname:	
Address:	
Phone and/or mobile	
phoneE-mail:	

YOUR ORDER INFORMATION

Order number:	
Returned Goods Code*:	
Remarks (optional):	

*if you don't have a “returned goods code” send an e-mail request to: customercare@store.alfaromeo.com

RETURNED GOODS (SKU)	Detailed description of the defect/non-conformity

Date and place __/__/_____, _____

Signature of the Customer _____

IMPORTANT

Please note that any non-conformities or defects detected on the purchased goods must be reported within the terms indicated on the Sales Conditions you accepted on making your purchase; the same also indicate the rights you are entitled to concerning the ascertaining of non-conformities or defects.

In particular, you are required to send the documents below by e-mail to customercare@store.alfaromeo.com:

- a) this form duly completed;
- b) all photographic material supporting the claim;
- c) confirmation of the order sent by the Vendor and/or the sales receipt.

If, after sending the above e-mail, you receive an answer from TRIBOO DIGITALE S.r.l. authorising the return of the goods, the same must be consigned to the appointed Carrier and sent to the following address:

Triboo c/o Arvato, [via Lombardia 21, 24060, Telgate \(BG\)](#) ITALY,

within 30 (thirty) days from receiving such authorisation from TRIBOO DIGITALE S.r.l., **together with a copy of the authorisation and the "RETURNED GOODS CODE"**.