

www.andrews.bg

**Return and exchange form**

*Please complete and submit this form only if you wish to cancel an order placed through our online store (www.andrews.bg) or if you wish to exchange it.*

* **The return and exchange period is within 14 days from the date of receipt of the Order.**
* **The return or exchange of items is at the Customer's expense unless the wrong item, colour or size is delivered.**
1. **Your order number:** ...........................................
2. **Process:**

*Please mark the selected process with an "X":*

 ExchangeReturn

1. **Reason:**

Faulty item Wrong item Size Colour

1. **Exchanged item:**

|  |  |  |
| --- | --- | --- |
| Item name | Model No. | Size |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

1. **I would like to exchange with:**

|  |  |  |
| --- | --- | --- |
| Item name | Model No. | Size |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

1. **Return**

|  |  |
| --- | --- |
| Name |  |
| Address |  |
| Telephone |  |
| IBAN |  |
| SWIFT CODE |  |

 **Address for sending the items:

City of Sofia, 22 Rozhen Blvd., floor 2, Andrews/,** with the completed form and a till receipt or an invoice for sale attached.

Please read the Return and Exchange Terms and Conditions on the back of the form, date and sign.

Thank you.



www.andrews.bg

**General Terms and Conditions for the return and exchange of items purchased from the online store www.andrews.bg**

1. The return or exchange period is 14 days from receipt of the goods by the customer.
2. The returned parcel must be accompanied by a duly completed Return Form and a proof of the order (a till receipt or an invoice).
3. Products to be returned or exchanged must be in good merchantable condition, with intact packaging.
4. Purchased products must be returned to the Andrews Fashions Ltd. office listed on this form by courier.
5. Returns or exchanges are at the customer's expense, except in cases of wrong item, colour or size.
6. We accept returned items sent COD only.
7. After review of the returned shipment by our operator, its value will be refunded to an account specified by the customer within 14 days.
8. Returned goods that do not meet the return requirements or are not returned within the period specified in these General Terms and Conditions will not be accepted and will be returned to the customer at their expense.
9. In the event of a return or exchange of an order where the exchanged items exceed the value of the first order, the difference must be paid by the Customer.
10. Products that require exchange must first be returned to the address on this form, after which the exchange will take place.

I declare that I am familiar with these General Terms and Conditions for the return and exchange of goods purchased from the online store www.andrews.bg.

Date: .......................................... Signature: ............................................................................