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| --- | --- | --- | --- |
|  |  |  |  |
| Order Number: | …………………………….. |  |  |
| Order Date: | …………………………….. |  |  |
| Order’s date of receipt: | …………………………….. |  |  |
| Surname: | …………………………….. |  |  |
| Name: | …………………………….. |  |  |
| e-mail: | …………………………….. |  |  |
| Address: | …………………………………………….. |  |  |
|  | …………………………………………….. |  |  |
|  |  |  |  |
| Item Code - SKU | Item Name | QTY | Reason code N° |
|  |  |  |  |
|  |  |  |  |
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**Reason for Return**

1. The product has been damaged during the shipping \*\*\*.
2. You shipped me the wrong product.
3. The product is defective \*\*\*.
4. I want to exercise my right to return purchased products within fourteen (14) days from the date on which i received them from Ema-Bia.com.
5. Other:

………………………………………………………………

\* Only the items that fall into the conditions 1./2./3. of the present return schedule, can be returned. You can change, one or more items purchased, only with items of the same collection. Just write to us the name and the Item Code(SKU) of the new chosen item at [info@ema-bia.com](mailto:info@ema-bia.com) .

\*for points 1./2./3. please enclose photographic documentation to the return slip(photo documentation must be sent within 24 hours of receipt of goods).

**Return Shipping methods**



**Through DHL, as indicated by EMA-BIA, in accordance with arrangements that will be sent by email (just in case of product damaged at origin 1-3\*\*\* pag.1**)



**Through another courier or other delivery method**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Return Address (only for other couriers or mail)** |  |  |  | **Customer Service** |
| EMA-BIA c/o TDE Srl Via Castellazzo 10 20040 Cambiago – Milano |  |  |  | Contact us from Monday to Friday  h. 9.00 – 18.00 (Rome time zone)  +39 0332 1647079 - info@ema-bia.com |

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If you want to cancel the purchase of your product , you may choose one of the following methods, in accordance with consumer protection legislation, within fourteen (14) calendar days (beginning on the day you received the products (or for purchases of multiple products, the day on which you received the last product):

I) use of the Return Form (in conformity with the standard form in accordance with consumer protection legislation, to be duly compiled and submitted to Ema-Bia.com by email on the email address info@ema-bia-com.ii) sending the Vendor another declaration explicitly stating your decision to withdraw from the contract. You should keep a record of your cancellation notice.

The right to return – in addition to compliance with the terms and procedures above – is exercised properly when the following conditions have also been met:

1. make sure that you take reasonable care of the products and that they have not been used, worn, washed, modified or damaged.
2. the identification should still attached to the products with the disposable seal;
3. the products should be returned, complete and unused, in their original packaging (; if you want to return a kit, it must include all of its components);
4. the returned items must be shipped back by the chosen courier to EMA-BIA within seven (7) calendar days of the date you notify us of your decision to cancel.

You will have to pay for the cost of return shipping upfront and you will be responsible for any loss or damage to the products during the transit and we suggest you obtain proof of postage. For your protection, we recommend that you use a reputable courier service.

In case of return for delivery of damaged product, EMA-BIA has chosen DHL (visit DHL[http://www.DHL.com](http://www.dhl.com)) as EMA-BIA's official package delivery courier company. As advised by EMA-BIA Products can be returned to EMA-BIA in accordance with this policy by the courier DHL, using the pre-paid and pre-printed label enclosed in the package in which the products were shipped. If you use DHL, you will not have to pay for the shipping costs upfront and you will be able to track the package at any time. The shipping costs will be deducted from your refund. To organise the pick-up of the products you wish to return please contact DHL. Alternatively, if you decide to use a different shipping courier or other postage method than the one provided by EMA-BIA.

Only the items that fall into the conditions 1./2./3. of the present return schedule, can be object of exchange. You can change, one or more items purchased, only with items of the same collection. Just write to us the name and the Item Code(SKU) of the new chosen item at [info@ema-bia.com](mailto:info@ema-bia.com) .

\*for points 1./2./3. please enclose photographic documentation to the return slip.

To get through the complete Ema-Bia’s Return Policy documentation, visit <https://www.ema-bia.com/return-policies>