

RIGHT OF WITHDRAWAL

In accordance with clause 64 et seq. D.Lgs. n. 206/2005, if the Customer is a consumer (that is to say an individual who purchases goods for purposes not related to his professional activity or rather does not purchase specifying in the order form a VAT number to Visconf), has the right to rescind the contract, within 10 days from the delivery time, for any reason, without any penalty, except what written in the following point 3 of this article. The Customer shall realize this request of return entering his profile on www.lostinme.it and following the indicated process, in order to exercise this right.

Visconf sends an email to the Customer, communicating the number of authorization, which shall be attached outside the packaging where the product is situated and sent back to Visconf within 10 days from the authorization.

The right of withdrawal is submitted to this binding conditions:

- (a) the right applied to the purchased product in its entirety; it is not possible to exercise this right for only a part of the purchased product (for example: accessories, etc.);
- (b) the purchased good shall be intact and returned in its original package, complete in all its parts, inserted in another package, in order to restrict damages of the original package, and shall carry the authorization code given by Visconf;
- (c) the good subjected to the right of withdrawal shall be returned in the normal state of conservation, as safeguarded and possibly used with the ordinary care: used products with damage or dirt signs, which cannot be considered intact anymore, are not accepted;
- (d) the good subjected to the right of withdrawal shall be provided with the price tag, carrying the item barcode; if the good carries a different barcode comparing to the one written on the invoice, the returned goods is not accepted and the product is made available to the Customer for its restitution, at the same time the right of withdrawal is cancelled;
- (e) the transportation costs for the good restitution are to be paid by the customer;
- (f) the transportation, till the confirmation of the reception in our warehouse, is under the customer complete responsibility;
- (g) in case of good damage during the transport, Visconf gives communication about that to the Customer (within 5 working days from the reception of the good in its warehouse), to give him the possibility to promptly file a complaint against the courier chosen by himself and to obtain the refund of the good value (if insured); in this chance, the product is made available to the Customer for its restitution, at the same time the request of withdrawal is cancelled;
- (h) Visconf does not account for damages or theft/loss of the returned goods with not insured transports, in no way. Except for potential reinstatement costs in case of damages of the original packaging, Visconf refunds the whole total sum already paid to the Customer, within 14 days from the reception of the good, through a transfer procedure of the amount charged on the Credit Card or through a bank transfer. In this case, the Customer has to promptly supply the bank routing number on which to obtain the refund (Cod. ABI – CAB – Current account of the invoice holder).

The right of withdrawal invalidates totally in case of the lack of the essential integrity condition of the good (packaging or contents), when Visconf verifies:

- 1) the missing of the authorization form attachment outside the packaging of sent confection, given by Visconf;
- 2) the missing of the outside packaging or the inside original packaging;
- 3) the absence of essential elements or anomalies of the product;
- 4) the damage of the product for different reasons other than transport ones;
- 5) a dirty state of the product due to its utilization, which compromised its integrity.

Transportation costs and risks for the restitution are entirely at the expense of the Customer. The restitution of products not intact, damaged or without accessories and original equipments is not accepted by Visconf and is returned to the sender with an increase of the transportation costs. In case of loss of the right of withdrawal, Visconf returns the purchased good to the sender, charging him the transportation costs.

ORDER CANCELLATION

It is possible to nullify ones order within 4 hours from its sending with an email sent through Form Online, containing order number and reason for the cancellation. If the order is refused at the delivery, once returned to the company the whole amount is refunded, except for the transportation costs.