



RETURN FORM

Sender:

.....

Tel:

E-mail:

With reference to purchase order no. placed on

I hereby return:

- ☐ all items received/delivered
- ☐ a portion of the items received/delivered, to be precise:

Item code	Description	Quantity	*Reason for return

*Optional

The refund is made because:

- ☐ The refund is made because a supply error was found, specifically.....
(specify whether the wrong item was supplied or whether the quantities were not those ordered);
- ☐ the products are damaged. In particular..... (specify the nature of the damage and send a copy of the photograph by email **shop@youbottles.it**);
- ☐ the goods were delivered twice;
- ☐ I ordered the wrong item;
- ☐ I am not satisfied with the goods;
- ☐ other reasons.

I therefore urge you to proceed as soon as possible:

- ☐ to replace the product. To this end, I would like to specify that.....
- ☐ to credit the amount to my account so that it can be deducted from my next order;
- ☐ to refund the amount of the returned items to my bank account (only if payment was made by bank transfer, cash, or cash on delivery)
Banking institution:.....
Account number:
In name of:
IBAN:
Swift (foreign only):.....
- ☐ to refund the amount of the returned items using my chosen payment method (PayPal or credit card).

Please note that any expenses for import duties and taxes (for returns from the USA) will not be refunded.

HOW TO MAKE A RETURN

1. Check that the goods are still intact and functional and in their original packaging (if available);
2. Send an email to shop@youbottles.it to report the problem, specifying the order number and the date of purchase.
3. Fill out the return form, and select the reason for the return;
4. Once you have received confirmation from one of our operators, carefully repack the items in their original packaging (if available) and include the return form inside the package; the refund will be issued once the return has arrived at our warehouses.
5. Ship the package.

The buyer may return the goods within 14 days of receipt.

Products must be returned intact, in their original packaging (if available) complete with all parts (box, certificates, tags, accessories, etc.) and with adequate external packaging carefully sealed.

If the product is returned without complying with the above conditions, a partial refund may be issued at our sole discretion based on the condition of the product, packaging, and contents of the box.

If the product is severely damaged and/or defective upon delivery, please send photos proving this by email to shop@youbottles.it, stating the order number in the subject line.

The shipping costs for returns, including warranty claims, are borne by the buyer.

If payment was made by cash or bank transfer, the customer's bank details will be required.

Please attach this form together with the product(s) to be returned and ship at your expense by courier or other carrier to the following address:

Bagutta s.r.l
Via Autieri d'Italia, 177
Comun Nuovo (BG) 24040 - ITALY
035 335598

Best regards
YouBottles
Trademark owned by Bagutta s.r.l.

Place and date

..... , on

Signature _____