

## Right of withdrawal

Sales of products via the Internet are governed by Articles 50 to 68 ("distance contracts") pursuant to Legislative Decree 206/2005 (Consumer Code).

These legislative and regulatory provisions entitle the consumer to withdraw from contracts or proposed contracts, guaranteeing that the consumer has the right to return the item purchased and be reimbursed for the price paid.

The right of withdrawal cannot be exercised if the product is not intact, that is:

- without the original packaging;
- without supplementary product components (any accessories, cables etc.);
- in case of damage to the product.

The right of withdrawal is reserved exclusively for consumers (individuals who purchase merchandise for purposes other than their professional, commercial or business activities), therefore it may not be exercised by legal persons or by natural persons acting for purposes associated with any professional activities carried out by them.

The Customer is responsible for covering the costs of returning the product.

Exercise of the right of withdrawal: procedures and timescales

In order to exercise the right of withdrawal, it is necessary to communicate to Premium services the intention to withdraw from the contract - within 10 working days from the receipt of the goods - in accordance with the following procedures:

- by sending a registered letter with proof of receipt or a telegram or a fax to the following address:

Premium services S.r.l.

Via Santa Liberata, 9

20832 Desio (MB)

For attn.: Franco Morello

or

Email:[info@premiumservices.it](mailto:info@premiumservices.it)

Premium services will send the Customer a Return Authorisation Number (RMA) to identify the case within 5 (five) working days from receipt of the notice of withdrawal. Within 14 working days of receiving the Return Authorisation Number, the customer will ship the product - carefully wrapped in its original packaging and complete with any accessories and with all original content - to Premium services, ensuring that the packaging indicates the Return Authorisation Number allocated by Premium services.

Procedures and timescales for reimbursing the price of the product and associated shipment costs to the Customer

Premium services will make the reimbursement within 30 days from the date on which it became aware of the exercise by the Customer of his/her right to withdraw from the contract.

If the product has already been delivered to the Customer, Premium services will make the reimbursement after the product has been returned and after its intact status has been verified.

For purchases made using one of the following payment methods:

- cash upon delivery
- bank transfer
- postal payment slip

Premium services will make the reimbursement by bank transfer.