**RETURN FORM**

Thank you for making your purchase in artsowood.lv online shop. To return the ordered product, please, complete the information required (below). When you had filled the form, send it within 5 days to e-mail [info@artsowood.lv](mailto:info@artsowood.lv), please, add a copy of the proof of purchase. Do not sent back the product before we contact you. Read carefully the information on second page whether and how you can exercise your rights of return. In case of questions, please, contact us at [info@artsowood.lv](mailto:info@artsowood.lv).

|  |  |
| --- | --- |
| Name, Surname: |  |
| Phone: |  |
| e-mail: |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Order / Invoice No. | Name of product | Price | Date of receipt |
|  |  |  |  |
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| Reason of return (optional) |
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**CONDITIONS OF RETURN**

1. Regulation No 255 of the Cabinet of Ministers of the Republic of Latvia of 20 May 2014 [Regarding Distance Contracts](https://likumi.lv/ta/en/en/id/266462) provides that the purchaser has the rights to return the purchased goods from an internet shop to the seller within 14 calendar days of delivery of the goods without giving any reason.
2. Payments received from you will be reimbursed without undue delay within 14 days from the date we were informed of your decision to return the purchase. We can withhold payment until we have received the goods back.
3. Return postage paid by the customer is not reimbursed.
4. Return is not accepted in the following cases: (a) the catalogue item was personalised - made on demand following the customer’s instructions (with initials, monograms or custom name/phrase) or, it was custom-made one of kind; (b) the goods have been used for purposes other than to check goods nature, characteristics and conformity with the appearance and description in the catalogue.
5. The goods must be returned in the original packaging.