



## RETURNED GOODS FORM – RETURNING OF NON-CONFORMING OR DEFECTIVE GOODS

**Request your “Returned Goods Code”** by completing this form **and send it to** [customercare@online.philosophyofficial.com](mailto:customercare@online.philosophyofficial.com). Please use capital letters and complete all the fields, except the “Returned Goods Code” field.

When you receive your “RETURNED GOODS CODE”, write in the relative field and **place this form inside the packaging** together with the defective/non-conforming products. Thank you!

### YOUR PERSONAL DETAILS

|                      |  |
|----------------------|--|
| Name and surname:    |  |
| Address:             |  |
|                      |  |
| Phone and/or mobile: |  |
| E-mail:              |  |

### YOUR ORDER INFORMATION

|                       |  |
|-----------------------|--|
| Order number:         |  |
| Returned Goods Code*: |  |
| Remarks (optional):   |  |

\*if you don't have a “returned goods code” send an e-mail request to: [customercare@online.philosophyofficial.com](mailto:customercare@online.philosophyofficial.com); this code must always be indicated when returning goods

| RETURNED GOODS (SKU) | Detailed description of the defect/non-conformity |
|----------------------|---|
|----------------------|---|

|  |  |
|--|--|
|  |  |
|--|--|

Date and place    /    /    ,    \_\_\_\_\_

Signature of the Customer \_\_\_\_\_

### IMPORTANT

Please note that any non-conformities or defects detected on the purchased goods must be reported within the terms indicated on the Sales Conditions you accepted on making your purchase; the same also indicate the rights you are entitled to concerning the ascertaining of non-conformities or defects.

In particular, you are required to send the documents below by e-mail to [customercare@online.philosophyofficial.com](mailto:customercare@online.philosophyofficial.com):

- a) this form duly completed;
- b) all photographic material supporting the claim;
- c) confirmation of the order sent by the Vendor and/or the sales receipt.

If, after sending the above e-mail, you receive an answer from Aeffe retail SPA. authorising the return of the goods, the same must be consigned to the appointed Carrier and sent to the following address:

Fashion Logistics Inc

621 US-46

07604, Hasbrouck Heights, NJ

Tel: (201) 596-0040 - (201) 5960189

within 30 (thirty) days from receiving such authorisation from Aeffe retail SPA,  
**together with a copy of the authorisation and the “RETURNED GOODS CODE”.**