



## RETURN FORM

In the event that the item does not meet your expectations, you can return it by choosing **the most convenient return method**. Below we provide you with details on the procedure to be performed: **fill in the return form** and forward it to the email address: **shop@mylilly.it** within 14 days of receiving the order.

ORDER NUMBER	MAIL
NAME AND SURNAME	PHONE./MOBILE

### What do you want to return?

PRODUCT CODE	PRODUCT NAME
PRODUCT CODE	PRODUCT NAME

### Why did you choose to return?

- I changed my mind!  Other .....
- Damaged / defective product • If yes, describe the defect .....

### Returned with our courier DHL

- 1)  **Europe**  
Shipping costs € 19.90.
- 1)  **Europe no EU**  
Shipping costs € 49.90.
- 1)  **Rest of the world**  
Shipping costs € 79.90.

As soon as we receive your request, DHL will send you an email with the label, to be applied to the outside of the package and the booking link for collection, where you can choose the day and time that is most convenient for you.

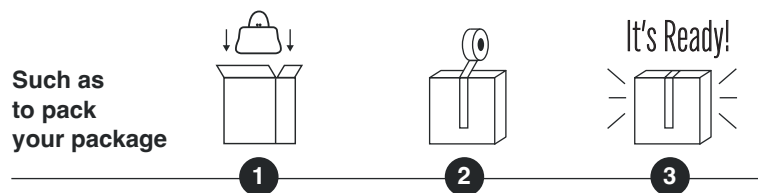
### Do you want to ship your package independently?

Send your return to the address: Mylilly srl: via Penninello, 10 - 95124 Catania (Italy)

### What are the refund procedures?

As soon as we receive the item at our office, we will refund you within the following 48 hours (minus any shipping costs), through the same payment channel you used during the purchase.

**NOTES:** The returned item must be new, unused and with all tags present at the time of receipt. The refund will be sent within 14 working days following receipt of the package as per D.L. reference 206/2005 relative the Right of Withdrawal and correct terms of 14 calendar days within which we will refund the user.



### Do you still have doubts?

You can contact us at the number **+39 095317666** from Monday to Saturday 9.30-13.00 - 16.30-20.00



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