



WOODEN WALL DESIGN

SIA "AW Latvia"
Smiltene, Limbazu street 2,
LV-4729, Latvia

Cancellation form For product returns/exchange

Please complete, sign and send this form to us with the purchased item if you wish to return/exchange it. For information, contact the customer center: sales@awl.lv or +371 27650524.

I,

_____ name _____ surname

_____ address _____ postcode

_____ Phone number _____ e-mail

_____ IBAN bank account

would like to withdraw from the distance contract I have entered into by purchasing on <https://shop.woodenwalldesign.com/>

Product data:

_____ product name

_____ order id _____ date of receiving _____ price of order

Reason for refusal (please tick):

- Don't like the product
- Product description and images do not match
- Another, I dont want to state
- The product was damaged during delivery (please add a photo)
- I want to exchange the product for

_____ product name _____ quantity

Right of withdrawal

1. You have the right to return or exchange the product within 14 days from the moment of receiving the product. Return or exchange of the product is possible if:
 - 1.1. The returned item is in the original or other packaging suitable for shipping.
 - 1.2. The product is not damaged by the Buyer.
 - 1.3. The product has not been used, has not lost its original appearance.
 - 1.4. The returned product is the same package as it was when the Buyer received it.
 - 1.5. The returned product is also accompanied by its proof of purchase (or a copy thereof) and a completed return form, which must be placed in the package with the product.
 - 1.6. If you cancel the purchase, the purchase amount (without delivery) will be transferred to the account from which the payment was received no later than within 14 (fourteen) working days from the receipt of the product in our warehouse.
 - 1.7. All expenses related to the return or exchange of the product must be borne by the Buyer.
 - 1.8. The purchased item can be exchanged for another item of the same value (if the Buyer and the Seller have not agreed otherwise) by prior agreement by phone or e-mail.
2. The right of withdrawal will expire after 14 days from the moment of receipt of the goods;
3. Please note that SIA "AW Latvia" reserves the right to reject the request for refusal if the received goods do not comply with the return rules mentioned in points 1.1, 1.3, 1.4, 1.5.
4. SIA "AW Latvia" does not take responsibility for returned goods that have been sent to an incorrectly specified address or lost goods. Product return address: SIA „AW Latvia” Limbažu iela 2, Smiltene, LV-4729, Latvia E-mail: sales@awl.lv Tel.: +371 27650524.

_____ date _____ signature