

Withdrawal Form

You have 14 days to return your items from the date you receive them.

Step 1: Prepare your product

For your return to be accepted, please make sure that all items are new, in their original packaging, and with the tags still attached to the item. Pack the product(s) carefully to protect them.

Upon receipt of your returned parcel, if we find that this is not the case, we reserve the right to charge you additional fees or to apply a deduction to the refund of the returned products.

Step 2: Fill in the form

Please complete and return this form by e-mail only if you wish to withdraw from the contract.

I hereby notify you of my withdrawal from the contract for the sale of the item below:

Item:

Order reference:

Ordered on / Received on:

E-mail:

Consumer Name / First Name / Address:

.....

Reason for return:

Step 3: Send the form by e-mail to Customer Service

You must send us your withdrawal form by e-mail to contact@debuyer.fr and include it in the return parcel as well.

Wait for our withdrawal confirmation by e-mail before proceeding to the next step.

Step 4: Ship your parcel

Shipping costs are the responsibility of the customer.

Go to a Post Office branch to send the parcel to the following address:

De Buyer Industries

Web Order Return

8 ZONE D'ACTIVITÉ LA CROISSETTE

88340 LE VAL-D'AJOL – France

Consumer signature*:

Date:

* By signing, you agree to comply with the terms and conditions of return, to return products that are new, unused, and in their original packaging. You also agree to accept a deduction from the refund of returned products, or additional fees, if the return conditions are not met.