RETURNS FORM - FOR RETURNING NON-COMPLIANT OR FAULTY PRODUCTS

Please use block capitals and fill in all fields, apart from the "Returns Code" field.

Fill in this form and **send it to the following email address to request your "Returns code":**
storesupport@campagnolo.com

Once you receive your "Returns Code", write it in the space provided, print this form and put it into the parcel with the non-compliant/faulty product. Thank you!

CUSTOMER DETAILS

Name and surname:	
Address:	
Phone and/or mobile:	
Email:	

ORDER DETAILS

Order Number	
Returns Code*	
Notes (not mandatory)	

*If you do not have a "returns code", request one from: storesupport@campagnolo.com
This code must always be mentioned when returning goods.

Returned product (SKU) and quantity	Detailed description of fault/non-compliance

Date and place __/__/_____, _____

Customer signature _____

IMPORTANT

We remind you that any non-compliances or faults of products purchased must be notified within the deadline given in the Conditions of Sale you accepted when you made the purchase. These conditions also explain your rights regarding ascertainment of the non-compliance or fault.

In detail, within this deadline you must send the following by email to storesupport@campagnolo.com

a)   this form, correctly filled out;
b)   any photos backing up your complaint;
c)   the order confirmation you received from the Seller.

After sending the above, you will then receive authorisation from Diana Corp to return the product, this must be handed over to the authorised courier and sent to the following address:

Diana Corp c/o CAMPAGNOLO S.R.L. Via Della Chimica, 4 - 36100 Vicenza (VI) – ITALY

within 30 (thirty) days from receipt of authorisation from Diana Corp , **together with a copy of the authorisation complete with the "Returns code".**