

## Right of Withdrawal from Contract

*(Directive no. 2011/83/UE)*

### When to exercise right of withdrawal

Our goal is your satisfaction with the items purchased on our website. If you are not satisfied, you have the right to request to return the products purchased, even without providing a reason for it, **within 14 calendar days of receiving the articles**, but only if the goods are still resellable, contained in the original packaging and in their original condition.

### Consumer liability

The goods can be manipulated only in order to establish their nature, characteristics and functioning. If the products are used without regard to these principles, you will be held accountable for any decrease in the value of the goods that will be deducted from the refund.

Articles must be returned in their original packaging and condition, they must be fully resellable and packed in the same way you received them. You will be charged with any reconditioning cost that may arise when getting the article resellable again.

### How to exercise right of withdrawal

To exercise your right of withdrawal you must communicate to us your desire to withdraw from the contract by emailing us at [info@luminalpark.com](mailto:info@luminalpark.com) within 14 days of receipt. You can use the return form attached, but it is not mandatory.

In your request or return form you must include the following information:

- Name and surname or company name;
- Order number and date;
- Quantity and code of the items you want to return;
- If you want Luminal Park to provide you with a return label or if you are shipping the return with a delivery company of your choice;
- Bank account number (IBAN and BIC/SWIFT Code) and name and surname of bank account holder (only in case your order was paid by bank transfer).

As soon as we receive your return form and/or your email, we will provide you with a return document and return number that you should print and put into the package before shipping the articles to us. If you choose to use a return label provided by Luminal Park, we will also send you by email the return label to stick on the parcel and we will also give you further information about the return.

### **Time frame for return**

After sending your request for return you will have **14 calendar days to ship the purchased items back to us.**

Delivery address:

LUMINAL PARK SRL  
Via Pinzone, 24  
46025 POGGIO RUSCO - ITALY

### **Time frame for refund**

By withdrawing from the contract, all the payments previously incurred will be refunded, including standard delivery cost, within 14 day of expressing your desire to cancel the contract or up until the receipt of return or until proof has been supplied by the customer that the goods have been shipped back to the seller.

The refund will be issued by the same payment method you chose to pay your order, unless you request us to use a different payment method than the first originally selected to place your order.

In this case you should provide us with your bank account number (IBAN and BIC/SWIFT Code) and with the name and surname of the bank account holder. You won't be charged with any fees to receive your refund.

If you choose to return the items with a delivery system of your choice, the refund can be suspended up until the receipt of return or until proof has been supplied by the customer that the goods have been shipped back to the seller.

**If you want Luminal Park to provide you with a return label, you will be charged with return cost (10.00€).**

To  
**LUMINAL PARK S.R.L.**  
Via Abetone Brennero, 149  
46025 POGGIO RUSCO - ITALY

Tel. +39 (0)386 51 209 - Fax +39 (0)386 25 45 19  
eMail: [info@luminalpark.com](mailto:info@luminalpark.com)

## Return Form

I hereby notify my withdraw from contract of sale of the following articles:

Item Code	Quantity	Item Code	Quantity

Order no.: \_\_\_\_\_, placed on: \_\_\_\_/\_\_\_\_/\_\_\_\_\_, delivered on: \_\_\_\_/\_\_\_\_/\_\_\_\_\_

Consumer address: \_\_\_\_\_  
\_\_\_\_\_

By ticking this box, I agree that Luminal Park provides me with a return label

**If you want Luminal Park to provide you with a return label, you will be charged with return cost (10.00€).**

*If your order was paid by bank transfer, please fill in the following*

IBAN no.: \_\_\_\_\_ BIC/SWIFT Code: \_\_\_\_\_

Bank account holder: \_\_\_\_\_

Consumer signature: \_\_\_\_\_ Date: \_\_\_\_\_