

Consumer Right of Withdrawal

Pursuant to art. 64 and following Legislative Decree 206/2005 if the customer is a consumer has the right to withdraw from the purchase contract for any reason, without the need to provide explanations and without any penalty except for the direct costs for returning the goods. Although not required by law, in order to improve the service, a brief explanatory note of the reason for the withdrawal would be welcome.

The right of withdrawal can be exercised in the following alternative ways:

- By accessing the section of the site "My Account" after having authenticated with username and password.

For registered subjects: you will have to access the section of the site "My Account" after having authenticated with username and password. Open the section "My Orders" which contains a list of all orders placed and a link to activate the return procedure.

For unregistered subjects: you will have to access the "Order Status" section and enter the order number in the Order and Shipping Confirmation email and the surname entered in the billing data .

- By submitting to CHEMI VIT SRL any other explicit declaration of the will to exercise the right of withdrawal, including by completing the "Withdrawal Form" on the Site [here](#) as required pursuant to the attachment I, part B of Legislative Decree 206/2005 and subsequent amendments, which must be sent, by registered letter with return receipt or by courier with acknowledgment of receipt, to the address indicated on the same.

The withdrawal period expires after 14 days:

- in the case of an order relating to a single Product, from the day on which the Consumer or a third party, other than the carrier and designated by the Consumer, acquires physical possession of the products;
- in the case of a Multiple Order with separate deliveries, from the day on which the Consumer or a third party, other than the carrier and designated by the Consumer, acquires physical possession of the last product;
- in the case of an order relating to the delivery of a product consisting of multiple lots or pieces, from the day on which the Consumer or a third party, other than the carrier and designated by the Consumer, acquires physical possession of the last lot or piece.

If the right of withdrawal has been exercised after delivery has already taken place, the Consumer is obliged to return it to CHEMI-VIT SRL at his own expense. within 14 working days from the date of communication of withdrawal.

Under penalty of ineffectiveness of the right of withdrawal, the goods must not have been used (not even partially), must be complete with everything originally delivered to the Consumer and must be provided with the original wrapping (the packages must not be opened unless necessary to establish the nature, characteristics and functioning of the asset), accompanied by all accessories and leaflets, with identification tags, labels and disposable seal, where present, still attached to the product, intact and not tampered with. In the case of a kit, the entire kit must be returned, only some components or parts of it cannot be returned.

In the event that there is the possibility of purchasing certain products by taking advantage of specific promotions (for example 3x2, buy product X and you will get product Y as a gift, etc.), the right of withdrawal may also be exercised with the return of only some of the Promotional products: in this case, the price of the returned product actually paid and resulting from the commercial document / purchase invoice will be refunded, with shipping costs charged.

Where the right of withdrawal has been correctly exercised CHEMIVIT SRL will proceed to reimburse all payments received from the Consumer without undue delay and in any case within 14 (fourteen) days from the communication of the withdrawal provided that it has already received the return of the goods.

CHEMI-VIT SRL will, pursuant to paragraph 3 of art. 56 of the Consumer Code, to re-credit the amount paid (shipping costs excluded). The re-credit of the amount paid will take place only after the return of the goods and only after verifying the integrity of the same.

The reimbursement will take place in the same manner in which the Consumer made the payment. In the case of a bank transfer, the Consumer will promptly provide the bank details on which to obtain the refund (IBAN and current account holder), if different from those with which the payment was made. In case of payment by PayPal or credit card, the refund will be made on the same card used for the purchase. CHEMI-VIT SRL has no power to intervene with regard to the timing of re-credit which are at the discretion of the reference bank. In the event that the payment is made on delivery, the price paid will be returned by bank transfer (delivery costs excluded). The Consumer will not be able to exercise the right of withdrawal for products made to measure or clearly personalized or which, by their nature, cannot be returned or are liable to deteriorate or expire rapidly and in any case in all cases provided for by art. 59 of Legislative Decree 206/2005.

The Goods must be returned at the expense of the Consumer and via traceable shipping to: CHEMI-VIT SRL - Returns Service - Via Don Milani 5 / C - 42020 - Quattro Castella (RE).

Shipping costs will be borne by CHEMI VIT SRL only in the event that the item received by the Consumer does not correspond to the one ordered, is defective or deteriorated. In this case CHEMI VIT SRL will at its own expense return the correct product and collect the incorrect product.