

## **RETURNS AND REFUNDS**

The customer can exercise the right of withdrawal, without need to provide a reason.

The intention to exercise the right of withdrawal must be communicated to Up to You S.r.l. S.B. within 14 days of delivery of the Product and the Product must be returned to Up to You S.r.l. S.B. within 14 days of such communication.

The Product must be returned complete, unused, equipped with all the accessories, in the original packaging and with the purchase invoice.

In case of correct exercise of the right of withdrawal, Up to You S.r.l. S.B. will reimburse the customer the total amount paid, with the exception of shipping costs in the event that the customer has used a shipment other than Standard shipping and the return costs, which are the sole responsibility of the customer.

After checking the status of the returned Product, the refund will be made within 14 days from the time the Product was returned to us.

We remind that the customer will not be entitled to a refund in the event of return of Products: used, ironed, washed, not working, damaged, altered, dirty or incomplete (that is, missing items of its own, or accessories or parts of the package).

For more information about returns and refunds, please see the General Conditions of Sale.

## **CUSTOMER CARE**

For information about returns and refunds, please contact us via email [customerservice@uptoyouanthology.com](mailto:customerservice@uptoyouanthology.com)