

# Withdrawal Form

*Under Article 49, paragraph 1, letter h) of Italian Legislative Decree February 21, 2014, n. 21  
(Based on Directive 2011/83/UE on Consumer Rights)*

*(complete and return this form only if you wish to withdraw from the contract)*

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**To: Votive Art Italia Srl - Via G. Zuretti 42 – 20125 Milano (ITALY)**

**E-Mail PEC: [votiveartitalia@pec.it](mailto:votiveartitalia@pec.it)**

Hereby the undersigned \_\_\_\_\_ Tax Identification Number (TIN)  
\_\_\_\_\_ resident in \_\_\_\_\_, at the address  
\_\_\_\_\_ notify the withdrawal from the contract of  
sale of goods ordered with order n. \_\_\_\_\_ on \_\_\_/\_\_\_/\_\_\_\_\_ and received on \_\_\_/\_\_\_/\_\_\_\_\_.

Date \_\_\_\_\_

Signature of the consumer  
\_\_\_\_\_

**(Please attach copy of your order or invoice or shipping document)**

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## **Information relating to the exercise of the right of withdrawal**

### **Right of withdrawal**

You have the right to withdraw from this agreement within 14 days without stating any reasons. The withdrawal period is 14 days from the date on which you or a third party named by you, who is not the carrier, took the consignment of goods into your/their possession or, in case of goods delivered separately in two or more lots, acquires physical possession of last lot or piece.

In order to exercise your right of withdrawal, you must inform us of your decision to withdraw from this agreement by means of a clear statement by completing and submitting this form, properly filled out and signed, by registered letter with acknowledgment of receipt at the following address "**Votive Art Italia Srl - Via G. Zuretti 42 – 20125 Milano (Italy)**" or by certified e-mail to [votiveartitalia@pec.it](mailto:votiveartitalia@pec.it). The withdrawal period has been observed so long as you dispatch the notification of your exercise of the right of withdrawal prior to the end of the withdrawal period.

### **Consequences of the withdrawal**

If you withdraw from this contract, for reasons not attributable to us, the payment you made in our favor will be refunded, net of shipping costs; if the withdrawal decision depends on the receipt of defective or non-compliant goods with respect to what was ordered, the shipping costs will also be refunded.

The refund will take place no later than 14 days from the day we are informed of your withdrawal decision and in any case not before having received the goods returned by you.

For this repayment we will use the same method of payment which you used for the original transaction, unless something different is explicitly agreed with you; in no case will you incur any fees as a result of this repayment. Refund may be suspended until we receives and verifies the goods.

All goods which you have received must be returned as soon as possible, and in any case at the latest within fourteen days from the date on which you received the goods, to **Real Votiva s.r.l., via vicinale Pozzo s.n., 73040 – Melissano (Lecce) – Italy**. The term is respected if you return the goods before the expiration of the 14-day period.

Shipping costs for returning the purchased goods at Real Votiva S.r.l. are paid by the customer, with the exception of cases of defective goods or goods non-conforming to the customer order. To get the refund the goods must be returned intact and in the original packaging. You are only responsible for any loss of value of the goods if such loss of value is the result of handling not required to determine the suitability, characteristics and function of the goods.