

Model Withdrawal Form

In accordance with Article 14(1) of the Consumer Rights Directive 2011/83/EU, customers have the right to withdraw from the contract within 14 days without giving any reason.

Important information:

- The withdrawal period will expire after 14 days from the day you receive the goods.
- You must send a clear statement (email, or regular mail) informing us of your decision to withdraw from the contract.
- The right of withdrawal does not apply to custom-made, made-to-order, personalized products or goods made to the consumer's specifications.
- You will bear the direct cost of returning the goods.
- Refunds will be issued within 14 days from the day we receive the returned goods.
- Refunds will be made using the same payment method you used for the original transaction (excluding original delivery costs, if was any...).
- You are only liable for any diminished value of the goods resulting from handling other than what is necessary to establish the nature, characteristics and functioning of the goods.
- Returned items should be unused (where possible), undamaged, in original packaging, properly protected during return shipping and with all accessories included, if not, we may:
 - a) reserve the right to refuse the refund (at least until a settlement is reached),
 - b) charge a fee for the diminished value of the goods,
 - c) offer a partial refund.

To:

LAMISURA,
Biskupa fra Jerolima Milete 23, 22000 Šibenik, Croatia.
Email: decormisura@gmail.com

I hereby give notice that I withdraw from my contract of sale for the following goods,

Order number: _____.

Product(s): _____.

Ordered on: _____, and received on: _____.

Consumer's name: _____.

Consumer's address: _____.

Declaration:

I declare, returned product(s) is/are unused, undamaged, complete, in the original condition and packaging. I request a refund of the order price, excluding any additional costs for non-standard delivery options (if was any...), using the same payment method I used for the original transaction.
I agree to bear the return shipping costs, and I understand that they are not refundable!

Signature (only if submitted on paper): _____.

Date: _____.