

REQUEST, PRINT, FILL IN, PACK THIS FORM AND SHIP  
**Important: see complete conditions of sale on [www.digisoftair.com](http://www.digisoftair.com)**

- 1) You have 14 days to request your return by e-mail by writing to [reso.digisoftair@gmail.com](mailto:reso.digisoftair@gmail.com) by entering the order number in the subject of the e-mail.
- 2) Send within 14 days of the request, beyond which it is no longer possible to submit complaints.
- 3) The returned products must be: intact, unused, without signs of wear, with original packaging and labels and not damaged, including all the equipment (including sheets and instructions if present), the products must not be disassembled or tampered with.
- 4) Products returned due to incompatibility (not subject to our product) or for repairs under warranty, but which are functional, compatible, or tampered with will be subject to a flat-rate charge of € 25.00 for management costs, in addition to the management costs of return (see complete conditions of sale).

If it is our mistake, do not fill out the form but write to [digisoftair@gmail.com](mailto:digisoftair@gmail.com)

Order Reference	Item code and / or name	Quantity	Reason for return or defect

Ship the products well packaged and make sure that the package is delivered inside the store to the address: Digi Softair, Via Vestina 132/134, Montesilvano (PE) CAP 65015 ITALY

[ Name and surname ]

[ Valid number phone ]

[ E-mail ]

**Warranty:** Not valid on wear and tear due to use and times could be long

**Product change:** Provides for the issue of a voucher equal to the amount of the products purchased, net of additional costs for ancillary services such as the cost of shipping and insurance

**Refund:** Includes costs associated with the return, shipping to our store and delivery costs control and storage equal to 15€ for orders in Italian locations without special conditions and 30€ for those sent to Europe, smaller islands and disadvantaged Italian locations

- The refund for payment with payment cards will be by crediting the amount on the same card.
- The refund in case of cash on delivery and bank transfer will be made by bank transfer.

Bank details for reimbursement:

Name and Surname: \_\_\_\_\_

IBAN: \_\_\_\_\_

**We have read and fully accepted the conditions of sale on the website [www.digisoftiar.com](http://www.digisoftiar.com)**

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Signature \_\_\_\_\_