

Rights of withdrawal

The right of withdrawal is valid for subjects defined as “consumers” pursuant to art. 5 of Legislative Decree no. 185 of 22 May 1999, allows the customer (qualified as a “consumer” pursuant to art. 1 letter b of the same decree and not a “reseller” or “company”) to withdraw from the purchase and to return the ordered products in case you change your mind. This refund can be made without any penalty and without specifying the reason. It must be exercised within 14 working days of receipt of the goods, after notifying Litiotech to be able to use it, it is necessary that the purchased products have not been used and that all original packaging are intact and undamaged. The above communication can be sent, within the same term, to the e-mail address (info@litiotech.com)

Before returning any item to the sender, for any reason, it is always necessary to ask our attention for authorization to return the goods. The goods that arrive without having been previously authorized will not be withdrawn.

CASH ON DELIVERY PACKAGES WILL NOT BE ACCEPTED.

The right of withdrawal allows the consumer, for purchases via the internet, to return the goods purchased by obtaining a refund of the purchase price (excluding shipping costs). The only expenses payable by the consumer for exercising the right of withdrawal are the direct costs of returning the goods to the sender, as specified in art. 5 of Legislative Decree no. 185 of 22 May 1999, paragraph 6.

The consumer must return the goods by sending them to: Litiotech, Via Savigliano 6B6, Roreto di Cherasco, CN 12062 - within 14 days of sending the communication with which he has exercised his right of withdrawal.

The consumer will have to cover the goods with adequate protective packaging and affixing of writings or labels so that they are protected from damage.

The costs and risks of transport relating to the return of the goods are the sole responsibility of the consumer.

You have the right to withdraw only in the case of products not yet used and completely intact, otherwise it will not be possible to exercise it.

If the procedure for exercising the right of withdrawal is respected by the consumer, Litiotech will refund the consumer the amount paid within 14 working days of receipt of the goods, according to the methods requested by the consumer. No other amount will be due to the customer and this for any reason or title.

Last modified 07/30/2021