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***Return Enquiry Form***

 ***Date : / / .***

**Company :** *Mio - Quadro*

***Holder’s Name :*** *Ioannis Xenos - Kotsilas ,*

***VATIN :*** *EL115501710*

***Address*** *: Aminta Street No 21, Anthoupoli , Peristeri 12135 , Athens , Greece.*

***Website*** : www.mio-quadro.com

***E-mail*** : info@mio-quadro.com

***Tel / Fax*** : (0030) 2105731249.

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| --- |
| ***Customer Billing Details*** |
| ***Name :*** |  |
| ***Surname :*** |  |
| ***Address :*** |  | ***Number :*** |  |
| ***City :*** |  | ***Zip Code :*** |  |
| ***Country :*** |  |
| ***Telephone :*** |  |
| ***Mobile :*** |  |
| ***E-mail :*** |  |
| ***Date of Order :*** |  |
| ***Order Code :*** |  |
| ***Invoice/Receipt Number :*** |  |

**1**. Please fill in below where is necessary ( A,B or C ) , sign and send this return form with your package and a photocopy of your invoice/receipt , in the following address :

***To :*** *Mio-Quadro* *( For Mr Xenos Ioannis ).*

 *Aminta Street No 21, Anthoupoli , Peristeri 12135 , Athens , Greece*.

In case of return you will be charged with the shipping cost. In case of exchange with another product , we send it back to you without any charge of shipping cost. In case of refund we credit you only with the product cost and not the shipping cost.

**2**. Your right of returns/exchanges/refunds valid until 30 days from receiving your purchase. After this period your right expires. The products to be acceptable for return, must be in the following conditions :

**α)** Products must be in their first packaging with all the stickers on them. All the leaflets , cards and instruction papers for the product must be included in the return package.

**b)** Products must be in good situation without any scratch or broken areas on them .

**c)** Products that are damaged because of bad use of the customer , are not acceptable and return back to the customer with extra charge of shipping cost for him.

**d)** In case that you have received a product as a present , we don’t refund money and you have the right only of change your product with another one .

**3**. In case of returns , please contact first with our customer support team by phone : **( 0030 )** ***210 5731249*** or by e-mail : ***info@mio-quadro.com .***

**Α)** I’d like to return the product and take a full refund back :

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| ***Return Products***  |
| ***Item Code*** | ***Item Description*** | ***Quantity*** | ***Reason of Return*** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Β)** I’d like to return the product and change it with another one :

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| --- |
| ***Return Products*** |
| ***Item Code*** | ***Item Description*** | ***Quantity*** | ***I’d like to change with the following product ( Item Code , Item Description ,Quantity etc. )***  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

( If the shipping details are different from the billing details , please fill in below. )**άλλου μεγέθους και χρώματος**

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| --- |
| ***Customer Shipping Details*** |
|  ***Address :*** |  | ***Number :*** |  |
| ***City :*** |  | ***Zip Code:*** |  |
| ***Country :*** |  |
| ***Recipient’s Full Name :*** |  |
| ***Telephone :*** |  |

If you’d like to change with a different product ( Item Code ), you should make a new order through our e-shop and send the first product back to us.

**Γ) Μου έχετε στείλει λάθος προϊόν / το προϊόν είναι ελαττωματικό**

**Παρακαλώ επικοινωνήσατε με το Τμήμα Εξυπηρέτησης Πελατών e-shop**

**C)** I have receive a wrong product ( Item Code ).

 In that case please contact with us by phone : ( 0030 ) ***210 5731249*** or by email: ***info@mio-quadro.com***.

|  |  |
| --- | --- |
| Signature :Write your full name here : |  Place : Date : |