

WITHDRAWAL FORM

Please complete and return this form only if you wish to withdraw from your order.

At the attention of CALICEA 1 bd Charles de Gaulle, 92700 Colombes France (tel: +33 01 49 97 33 08)
[email: assistance@calicea.com]

I hereby notify you of my withdrawal from the order relating to the sale of the property below:

Name of product/services:

Ref:

Quantity :

Ordered on () received on ():

Name of consumer:

Consumer's address:.....

Date :.....

Signature of the consumer:

EXCERPT FROM THE TERMS OF SALES

RETURN FOR RETRACTION

Following the health restrictions related to COVID-19, we would like to inform our kind customers that Calicea, as well as the manufacturer, will not be able to make any refunds or exchanges of clothing or textiles.

This decision was taken with the aim of guaranteeing the safety of our customers and staff, in accordance with the health directives in force.

The duration of the right of withdrawal

The customer has a withdrawal period of 14 calendar days to return the products that do not suit him at his own expense. These deadlines run from the day after receipt of the product.

When this period expires on a weekend, public holiday or non-working day, it is extended until the next working day.

These deadlines expired, the customer no longer has this right of withdrawal, except in the event that the customer could not move and or simultaneously he would need to call for an immediate and necessary service.

In this case, he would continue to exercise his right of withdrawal without having to justify reasons or pay penalties.

Exercise of the right of withdrawal

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In order to ensure the proper management of returns, the customer must first notify our customer service of his return by sending this form, or by connecting to the site in the "Follow your order" section within which, after identification and determination of the order number, he can ask a question or make a request through a drop-down menu. A return number will then be assigned to the customer.

For any right of withdrawal, the customer may request either a refund of the sums collected, or an exchange of an amount equivalent to the sums paid, or, where applicable, with a bank supplement in accordance with the legal provisions in force. This right of withdrawal is exercised without penalty. However, the return costs remain the responsibility of the customer. The customer must ensure that the order for which he withdraws is returned complete, under the conditions listed above.

The effect of the right of withdrawal

In the event of exercise of the right of withdrawal, we will reimburse the customer within 30 days of receipt of the return, taking into account the specific nature of the products sold, in particular when the product requires a technical verification by our after-sales service. (these products must be, in all cases, tested). The customer will then be reimbursed, as the case may be, by a re-credit system (secure transaction) in the event of payment by bank card, by a new voucher in the event of payment by voucher, or by check within other cases.