



Experts in wine cabinets and the installation of wine cellars

www.my-wine-cabinet.com

CANCELLATION FORM

To be returned **by post** :

ACILYON
After-Sales Service
150 Rue Paul Bert
69003 LYON

Or **by e-mail** to: quality@my-wine-cabinet.com

I hereby request that you cancel the following order:

- **Order number:**
- **Date delivered :** / /

- **Customer's contact details :**

Last name / First name : _____

Address : _____

Postcode : _____ Town : _____

Téléphone : _____ E-mail : _____

- **Date :** / /

- **Signature :**

How do I exercise my right to cancel?

If you are not happy with all or part of your order, you must advise us of your intention to return goods to us within 14 days of receipt of your order.

Please note : *This right to cancel applies only to customers who are private individuals and who are resident in mainland France or Monaco.*

- I - Advise us of your intention to return a product by returning the fully completed **cancellation form** to us at the following address:

ACILYON

After-Sales Service
150 Rue Paul Bert
69003 LYON

OR by e-mail to :

quality@my-wine-cabinet.com

- II - On receipt of your letter, your request will be reviewed by our Quality team and we will respond within 48 hours.
- III - Once the agreement has been received, how are the goods returned?

We will send details of the return shipping address to you by e-mail.

Please note : **no goods are to be returned without the prior agreement of our Quality team. In the absence of such prior agreement, the Quality team reserves the right to refuse the goods.**

It is your responsibility to arrange for the goods to be returned to us within 14 days of receipt of our agreement. All goods being returned must be in perfect condition, in their original and undamaged packaging and with all accessories and documents in order that they are able to be re-sold.

Failing this, we will be obliged to refuse your delivery and your right to cancel shall not apply. Return shipping fees will be at your own cost.



IV - On receipt of the package, our After-Sales department has a period of 15 days in which to assess your product.

There are two possible outcomes :

- **Our After-Sales department determines that the product meets our returns criteria :**

We will reimburse you for the cost of the goods within 14 days, using the same payment method you used when purchasing the goods. Alternatively, we may offer a refund voucher which is valid for purchases made on our website, www.my-wine-cabinet.com.

- **Our After-Sales department determines that the product does not meet our returns criteria:**

If the product being returned does not comply with our returns criteria (the product is damaged, accessories or documents are missing, the packaging is faulty or the product is not fit for resale etc), the right to return will be refused and the product will either be returned to the customer at the customer's own expense or made available for the customer to collect. In no circumstances may the customer request either a refund or the return of the goods without having paid both the transport costs for delivery and return and any costs arising for repairs in respect of damage caused in transit.

VERY IMPORTANT

- In accordance with articles L120-20-2, and in particular paragraph 3, of the French Consumer Code, this right may not be exercised in respect of bespoke products, parts, spare parts (including, but not limited to, stainless steel products, made to order products, products with doors hinged on the left, products in special colours), nor may the right be exercised in respect of any branded product, including, but not limited to, Ellemme, Calice, Enomatic, Enooficina, It's Stone, Sobrio, Transtherm or Winetaste products.
- Do not return products without having first completed the Cancellation Form and then having received agreement from our Service team. In the absence of these, the goods will be refused on delivery at our premises.
- The right to cancel is not applicable to business customers

For more information, please refer to our Terms and Conditions of Sale.

