



AYRENS

Manufacturer of umbrellas and sunshades founded in 1868



French heritage – the excellence of French know-how

www.patrimoine-vivant.com

RETURN AND REFUND FORM (to complete when returning an item)

Within the frame of our Terms and Conditions of Sales, you have a legal period of 14 days from the date of receipt of the goods to exercise your right to return them. If an item does not suit you, whatever the reason, you can either return it to us or request a refund.

If this is due to an error on our part or defective item, return costs are at our expense. Otherwise, the return costs are your responsibility. In case of exchange, we cover the cost of sending by post the new article requested in exchange.

The following items are not subject to any return:

- . personalised items,
- . made to measure items,
- . items damaged after delivery has not been the subject of reservations

How to return articles?

Return by post within 14 days of receipt the items in their original packaging with the Return Form duly completed (back of this page).

To do so:

- 1 - Print this document that includes the Return form and a label to be affixed to the package,
- 2 - Complete and sign date the Return form stating the references of items returned,
- 3 - Affix the label on the package and ensure that it will not come off.

Join the Return form to your items inside the package and send it by post.

RETURN FORM to complete, to place in the return package and to send to :
AYRENS
SAV – retour site
route de Champs Romain,
FR-24470 Saint-Pardoux-La-Rivière.

YOUR REFERENCES

First Name :		Last name :	
Street nbr :	Street name :		
Postal code:	City :		
Phone nbr:	Email :		

ORDER REFERENCE (stated on your invoice)

Date of Order :

DETAILS OF RETURNED ITEMS WITHIN THE 14 DAYS PERIOD (read your invoice)

Reference	Product name	Reason(s) for your return

STATE YOUR WISHES BELOW : Exchange or Refund

Exchange : <input type="radio"/>	Refund : <input type="radio"/>
----------------------------------	--------------------------------

ITEM(S) EXPECTED IN THE CASE OF EXCHANGE REQUEST (subject to their availability)

Reference	Product name / color	Comments

Date :

Signature :



-----Label to cut and to affix onto your return package-----

AYRENS
SAV - Retour article
route de Champs Romain,
FR-24470 Saint-Pardoux-La-Rivière