



**ALL4CYCLING**

Ship to this address:

**Lunar Sport S.r.l.**

Viale Borri, 311 - 21100 Varese - ITALY

T. +39 0332 816961 - info@all4cycling.com

## Returns form (Refund/change)

- ◆ Items must be returned within 30 days of goods receipt.
- ◆ Returns shipped with non-integral packages will not be accepted.
- ◆ Items should be carefully packed in order to avoid damage.
- ◆ Returns must be returned unused and in original condition.

<b>Number/s RMA</b>	
<b>Name</b>	
<b>Last Name</b>	
<b>Order number</b>	
<b>Reason for the return</b>	
<b>Required Action</b> Indicate one of the options	<input type="checkbox"/> <b>SUBSTITUTION</b> <input type="checkbox"/> <b>MONETARY REFUND</b> <input type="checkbox"/> <b>REFUND WITH DISCOUNT CODE</b>
<b>Comments</b> In the case of REPLACEMENT, specify the new size requested or the desired product	



## Few steps to make a return

Log in to your account, select the order and click **Request product return** to create an RMA number for each of the products you intend to return.

Prepare the product you intend to return, possibly using the original packaging.

Fill in the returns form (previous sheet) and insert it into the package/envelope.

Write the assigned RMA number on the outside of the pack / envelope (in case of multiple substitutions, write only one RMA number)

Send the package/envelope to the following address: **Lunar Sport S.r.l. Viale Borri, 311 - 21100 Varese - ITALY**

### N.B.

- ◆ You pay the shipping costs for returns.
- ◆ We pay shipping charges for sending a new replacement product.
- ◆ In the package / envelope along with the product, insert also labels, tags and additional packaging.
- ◆ In case of returning several items, you must insert the RMA number of each of the products you intend to return on the returns form (previous sheet)
- ◆ You can specify your refund or replacement preferences on the returns form (previous sheet)
- ◆ The product will be refunded or a replacement shipped as soon as the product is received.

### For extra EU refunds

You must write on the outside of the parcel and in clearly visible fashion **RETURNED GOODS - FAILED SALE**. The same should be repeated in customs declarations CN22 and / or CN23. **Failure to attach this sentence could make it impossible to receive the return and may lead to it being returned to the sender.** . In the shipment phase, do not attach the invoice sent with the original order to the return, but declare the value of the single returned item.

### Recommendations

- ◆ Use a shipping method that can be traced in case of problems with the courier.
- ◆ Send the return using a pack (pack or envelope) that provides adequate product protection.
- ◆ If you replace an item, please specify details (name, size, quantity) of the new product in the comments.
- ◆ All tags/labels must not be removed from the product and the original packaging must be preserved.
- ◆ Do not use scents or deodorants when wearing a product that you might be returning.

### Questions and information

T. +39 0332 816961

E. [info@all4cycling.com](mailto:info@all4cycling.com)