



GUIDE TO RETURN AND EXCHANGE OF PRODUCTS

You have the right to cancel your purchase within 14 days without explanation. The right of withdrawal lapses 14 days after the purchase of the goods.

To use your right of withdrawal, you must inform us unambiguously that you wish to withdraw, e.g. by letter or email. You cannot simply choose not to receive / sign for the package upon delivery. You must use this return form for returns.

If you wish to cancel a purchase, you must return the product to us. You will be liable for any deterioration in the product's value that is due to handling other than what is necessary to determine the products' nature, characteristics and method of functioning. Since the product's packaging, such as boxes for jewellery, porcelain and other items, is important for possible resale of the product, any damage to or failure to return the packaging will be deemed to be a deterioration in its value. You assume the risk of ensuring that the product is packaged responsibly when it is returned.

You must return the product(s) without undue delay and no later than 14 days from the date on which you informed us of your wish to withdraw. Product returns must be sent to the following address:

"MINAS DESIGNS"
Em. Benaki 8
14561 Kifissia
Greece
Att. Zinovia Margaritopoulou

If you wish to return the goods please note that you must handle shipping yourself and pay the return shipping cost. You can insure the shipment so that you may claim compensation from the shipping provider if your package is lost in transit. Remember to enclose your order number so that we can find you in our system and refund your money.

Refunds are transferred to the payment card or paypal account with which the purchase was made. For Greek purchases that were made with Cash on Delivery, a bank account must be provided in order to refund.

EXCHANGE

If you wish to exchange a product you purchased, you must pay the shipping costs. If you have any questions or concerns, please do not hesitate to contact us at onlinestore@minas-designs.com or by telephone +30 210 6233577. Telephone assistance is available Monday-Friday from 9:00-14:00 CET.



RETURN FORM FOR WITHDRAWAL

(This form must be filled in and returned, if the right of withdrawal applies.)

MINAS DESIGNS, Attn: Zinovia Margaritopoulou, Em. Benaki 8, 14561 Kifissia, Greece, tel.: +30 210 6233577, e-mail: onlinestore@minas-designs.com

I wish to return the following purchase _____

Date shipment was received _____

Full name _____

Address _____

Postcode & town/city/state _____

Date _____ Signature _____

Order number _____

IBAN Number of BANK ACCOUNT _____

EXCHANGE

(Below must be filled in and returned, if you wish to exchange your product.)

Exchange to

Item no/name/size _____

To help us improve our service, we kindly ask you to choose one of the options below:

The product does not meet my expectations

Please elaborate _____

The product received does not match my order

Please elaborate _____

The product is broken/damaged upon delivery

Please elaborate _____

Other reasons

Please elaborate _____