



Withdrawal, returns and assistance

Recipient: **MeM Group SRLS - Turbanti Christine**

Return address: Via Veneto 2, 31057 Silea (TV), Italy

Email: info@turbantichristine.com | Tel. +39 0422 549649

COMPLETE AND SEND YOUR RETURN ONLINE

The button opens the web form. Data entered in this PDF is not transferred.

To send this PDF: complete it, save a copy and attach it to an email to info@turbantichristine.com.

Full name

Order reference

Email used for the order

Phone (optional)

Address (optional if already in the order)

Enter: full withdrawal / partial return / defect

Delivery date (if known)

Affected items (for full withdrawal enter "entire order")

Model / code / colour

Quantity

Price paid

Shipping without promotion (EUR)

Retrieved from the order in the online form.
Adjustments are subject to the conditions.

Optional notes / issue description (no health information)

Notification date

Signature (paper submissions only)



Information for your return

Requesting a return

You can notify us that you wish to return a purchase within 15 days of delivery, without giving a reason.

Complete the online form or email the PDF form to info@turbantichristine.com. You can also write to us directly to tell us that you wish to return your purchase.

In the online form, enter your order number and the email address used for the purchase so we can link your request to the correct order. If you cannot find these details, contact customer service.

Preparing and shipping your return

Protect the product carefully and include your order reference or a copy of the completed form in the parcel.

Send your return to:

Turbanti Christine — Via Veneto 2, 31057 Silea (TV), Italy.

For a change-of-mind return, you pay the return shipping costs. You can choose your carrier; we recommend a tracked service and keeping the shipping receipt.

Product care and condition

Handle the item carefully and limit any trial to what is necessary to check its characteristics. If you intend to return it, do not wash, treat, alter or use it beyond this examination.

Keep the original packaging, accessories and tag, leaving the tag attached. Pack the product so that it is protected during transport.

The condition of the item is checked and documented while the return is being handled. Any loss of value found will be explained and communicated in the refund calculation.

Products with a hygiene seal

For sealed products which are unsuitable for return for hygiene or health protection reasons, opening the seal after delivery excludes withdrawal. This specific condition must be stated on the product page before purchase.

Partial returns and the complimentary shipping promotion

The promotion provides complimentary standard shipping for orders over €89 to eligible destinations: mainland Italy, Sicily and Sardinia. Venice and the lagoon, minor islands and Germany are excluded. The reference value is the items subtotal before any payment or promotional-code discounts.

If you return only part of your order and the value of the items you keep still exceeds €89, the promotion remains valid.

If that value is €89 or less, the agreed partial-return calculation takes into account the ordinary shipping charge stated at purchase: €8.90 for mainland Italy or €9.90 for Sicily and Sardinia. The charge is considered only once per order, cannot exceed the refund due, and the calculation is communicated and agreed with the customer.

This rule does not apply to products with confirmed defects or non-conformity.



Information for your return

Defects or non-conformity

Before every shipment we check the visible condition of the item, its correspondence with the order and the packaging.

If you find a problem, contact customer service promptly with your order number, a description of the issue and any useful photographs. We assess the report and, where necessary, inspect the product to establish the nature of the problem.

For a confirmed defect or non-conformity, we offer a full refund of the price paid for the item or a replacement. We cover the necessary return and replacement costs.

If the reported problem is not found, we explain the inspection result and any cost of sending the item back to you, to be agreed before proceeding.

Parcel damaged on delivery

Check the packaging before signing. If it is torn, open, crushed, wet or shows signs of tampering, ask the courier to record acceptance with a specific written reservation, describing the damage on the delivery record.

For example: "Packaging torn on the side and closure damaged."

Photograph the parcel, shipping label and any damage to the contents. Keep the box and internal protection, and promptly email the documentation to info@turbantichristine.com with your order number. If the courier will not allow you to record a reservation, tell us promptly.

The description of the damage and photographs help us establish what happened and handle your report correctly.

Refund handling and confirmation

Every refund includes an administrative check of the order, documentation and any product inspection results. We communicate the amount and the reasons for any adjustments.

Once the refund has been made, you will receive a notification with the order number, amount, date and payment method used. If you have an account, archived documents are available within the relevant order in your personal area.

Request receipt

After you submit the online form, you will receive confirmation at the order email address. Your request is filed with the order and can be consulted while it is being handled.

The confirmation acknowledges receipt of your request; notification of the completed refund is sent separately.

For full withdrawal, refund and warranty terms, procedures and conditions, consult the Terms of sale:
https://www.turbantichristine.com/eng/condizioni_generali.php.