

## Right of Withdrawal from Contract

*(Directive no. 2011/83/UE)*

### When to exercise right of withdrawal

Our goal is your satisfaction with the items purchased on our website. If you are not satisfied, you have the right to request to return the products purchased, even without providing a reason for it, **within 14 calendar days of receiving the articles**, but only if the goods are still resellable, contained in the original packaging and in their original condition.

### Consumer liability

The goods can be manipulated only in order to establish their nature, characteristics and functioning. If the products are used without regard to these principles, you will be held accountable for any decrease in the value of the goods that will be deducted from the refund.

Articles must be returned in their original packaging and condition, they must be fully resellable and packed in the same way you received them. You will be charged with any reconditioning cost that may arise when getting the article resellable again.

### How to exercise right of withdrawal

To exercise your right of withdrawal you must communicate to us your desire to withdraw from the contract by emailing us at [info@luminalpark.com](mailto:info@luminalpark.com) within 14 days of receipt. You can use the return form attached, but it is not mandatory.

In your request or return form you must include the following information:

- Name and surname or company name;
- Order number and date;
- Quantity and code of the items you want to return;
- Bank account number (IBAN and BIC/SWIFT Code) and name and surname of bank account holder (only in case your order was paid by bank transfer).

As soon as we receive your return form and/or your email, we will provide you with a return document.

If you buy as a **private/individual customer** we will provide you a prepaid return shipping label, otherwise if you buy as a **company** you will have to ship the items with your courier to our warehouse.

### Time frame for return

After sending your request for return you will have **14 calendar days to ship the purchased items back to us.**

Delivery address:

LUMINAL PARK SRL  
% Lotti Importex Srl  
Via Pinzone, 24  
46025 POGGIO RUSCO - ITALY

### **Time frame for refund**

If you are a private customer with withdrawal, you will be refunded all payments you have made to us, including delivery costs (with the exception of additional costs resulting from your choosing a type of delivery other than the standard one offered by us), within 14 days from the date you informed us of your wish to withdraw. The transport cost for the returnings are at your charge and we will deduct them from your refund.

If you are a VAT-registered customer, upon withdrawal you will be refunded all payments you have made to us, excluding transport costs incurred in sending the goods, even if they were initially discounted in full.

The refund will be issued by the same payment method you chose to pay your order, unless you request us to use a different payment method than the first originally selected to place your order.

In this case you should provide us with your bank account number (IBAN and BIC/SWIFT Code) and with the name and surname of the bank account holder. You won't be charged with any fees to receive your refund.

The refund can be suspended up until the receipt of return or until proof has been supplied by the customer that the goods have been shipped back to the seller.



To  
**LUMINAL PARK S.R.L.**  
Via Pinzone, 24  
46025 POGGIO RUSCO - ITALY

eMail: [info@luminalpark.com](mailto:info@luminalpark.com)

## Return Form

I hereby notify my withdraw from contract of sale of the following articles:

Item Code	Quantity	Item Code	Quantity

Order no.: \_\_\_\_\_, placed on: \_\_\_\_/\_\_\_\_/\_\_\_\_\_, delivered on: \_\_\_\_/\_\_\_\_/\_\_\_\_\_

Consumer address: \_\_\_\_\_  
\_\_\_\_\_

*If your order was paid by bank transfer, please fill in the following*

IBAN no.: \_\_\_\_\_ BIC/SWIFT Code: \_\_\_\_\_

Bank account holder: \_\_\_\_\_

Consumer signature: \_\_\_\_\_ Date: \_\_\_\_\_