



BONITA Style Ltd.
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RETURN AND REPLACEMENT OF PURCHASED GOODS

Dear clients,

In case the purchased product does not meet your expectations, you can always return or replace it.

CONDITIONS for return and replacement of purchased goods from Bonita Style EOOD:

1. **CLAIM:** The purchased goods can be replaced or returned **within 30 days** from the date of receipt **upon presenting of a receipt or invoice for the purchase;**
2. **REPLACEMENT** of the purchased product for another size or other item can be made **ONLY in our stores within 30 days** from the date of receipt **upon presenting of a receipt or invoice for the purchase.** The Client has the right to make a replacement of the same value or higher (as the Client pays the difference), in the store.
3. **RETURN** of the purchased goods with a refund can be made in the store or by courier **within 30 days** from the date of receipt of the goods, **upon presenting of a receipt or invoice for the purchase. The amount is refunded only for goods purchased with an online order.**
 - Goods, returned by courier **with cash on delivery WILL NOT BE ACCEPTED** by BONITA STYLE;
 - **If the Client wants another size or another item, he can buy it in the store or make a new order through the site of "BONITA STYLE" - www.bonitastyle.com or directly to email office@bonitastyle.com or bonitastyle@abv.bg ;**
 - If the goods do not match in size or are not satisfactory for the Client, the transport costs are paid by the Client in both directions: **the fee for the initial delivery, the fee for its return, as well as the fee for delivery of the new order;**
 - If the goods are sent with the wrong size or the order is wrong due to the fault of "BONITA STYLE", the Client has the right to return the goods at the expense of "BONITA STYLE", as the costs of the second delivery of the correct size (order) are also at the expense of " BONITA STYLE ".
 - Return of goods by courier at the expense of "BONITA STYLE" Ltd. must be with the courier company **ECONT**, and **NOT** with a courier randomly selected by the Client.

Return of the goods BY COURIER:

To Econt office „TSAR SIMEON”, Sofia, 133 Tsar Simeon Str.
For "BONITA STYLE" FOOD. Tel.: 0889 31 91 30

IMPORTANT:

- The returned goods must be with original packaging and label. Clothing with mechanical and chemical defects caused by the Client during use and treatment **is not accepted**. The returned goods **MUST NOT** be worn, washed, ironed, torn, dirty and with side odors;
- The return of goods by another way than the conditions described above **WILL NOT BE RESPECTED!**

Deadline for refund of amounts paid by bank transfer or cash on delivery.

- In accordance with the provisions of CPA, BONITA STYLE EOOD refunds the amount paid to the Client within 14 calendar days from the date on which the Client has exercised his right to return the goods (the starting date is the date on which BONITA STYLE EOOD physically has received the goods returned by the Client).
- BONITA STYLE EOOD is not responsible for incorrect data filled in during the order, as well as in the forms for refund of amounts or delays by courier companies, which may result in delays in the refund or other inconveniences for the Client.

Please use the following contact form to return the goods BY COURIER:

<div>Name: _____</div> <div>Surname: _____</div> <div>Tel. for contact: _____</div>	<div><input type="checkbox"/> I want a refund of the amount <i>(Please indicate one of the possible options):</i></div> <div>1. If you have paid for the goods in cash or by cash on delivery</div> <div><input type="checkbox"/> By postal money order by Econt</div> <div>in the Econt office _____ <i>(Please indicate the Econt office, where you want to receive the amount's refund)</i></div> <div>2. If you have paid for the goods by bank transfer</div> <div><input type="checkbox"/> To the bank account from which I have paid</div> <div><input type="checkbox"/> To another bank account: <i>(Please, indicate your bank account legibly in capital letters; The bank account must be in your name. Contains 22 characters - letters and numbers)</i></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>I enclose the following payment document (s):</div> <div><input type="checkbox"/> Receipt for the purchase (for option 1);</div> <div><input type="checkbox"/> Invoice № _____ / _____ (for option 2)</div>
<div>Description of the returned goods: _____</div> <div>_____</div>	
<div>Reason for return: _____</div> <div><i>(to be filled if the Client wants)</i></div>	

If you have any questions, please contact us by phone: 0889 31 91 30 and/or e-mail: office@bonitastyle.com; bonitastyle@abv.bg