

Full name

Address

Telephone

Email

IBAN

Bank

Please fill out the requested information to help us process and refund your return correctly and quickly.

Product code	Return reason*	Refund	Exchange**
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>

### Comments

\*Return reason codes:

- 01** Fit not as expected    **02** Defective product  
**03** Wrong item            **04** Other

\*\*In case you would like the item(s) to be exchanged, please contact us first to check availabilities.

### Useful information

The customer has the right to withdraw without giving any reason within 14 calendar days, which begin from the reception of the order. In that case the customer must return the product or products intact and in their original condition without paying any additional costs **other than the direct cost of returning the goods**. The products travel at customer's risk.

Parthenis e-shop is not responsible for any extra charges ensuing from the differences in currency, customs clearance expenses, import duties, product restrictions, and other local regulations. The company bears no responsibility for any goods lost or damaged during return, so we recommend that you keep all the supporting documents of the shipment.

We would like you to understand that we accept only products purchased from our Parthenis e-shop and this return form must be filled. Please note that we accept returns by express delivery or standard delivery only at the address of our online store **Orsalia Parthenis Ltd, Kapodistriou 185, 183 45 Moschato, Greece**. Purchases at [orsalia-parthenis.gr](http://orsalia-parthenis.gr) cannot be returned or exchanged at Parthenis stores.

In the unlikely event that the customer receives a defective or wrong product, he/she must immediately notify the Company, describing the problem, and indicating whether he/she desires a replacement or a refund. In that case, the customer must immediately return the product that he/she claims to be defective or incorrect to our Company exclusively by courier and keep the expedition documents.

Immediately upon reception, our Company will examine the claim of return (defective or incorrect product) and, in the case of verification that the product is indeed

defective or incorrect, the product may be either replaced or the customer may be refunded depending on his/her preference.

For further information and details concerning the returns you can visit [orsalia-parthenis.gr/en/terms-of-sale/](http://orsalia-parthenis.gr/en/terms-of-sale/) or email us at [info@orsalia-parthenis.gr](mailto:info@orsalia-parthenis.gr).

**orsalia-parthenis.gr**  
**Email: [info@orsalia-parthenis.gr](mailto:info@orsalia-parthenis.gr)**  
**Tel: (+30) 210 2713 844**