

# T H E B R I D G E

## F I R E N Z E 1 9 6 9

### THE BRIDGE STORE

### RETURNED GOODS FORM – RETURNING OF NON-CONFORMING OR DEFECTIVE GOODS

Request your “Returned Goods Code” by completing this form and send it to [customerservice@thebridge.it](mailto:customerservice@thebridge.it). Please use capital letters and complete all the fields, except the “Returned Goods Code” field.

When you receive your “RETURNED GOODS CODE”, write in the relative field and **place this form inside the packaging** together with the defective/non-conforming products. Thank you!

### YOUR PERSONAL DETAILS

Name and surname	
Address	
Phone or mobile phone	
E-mail	

### YOUR ORDER INFORMATION

Order number	
Returned Goods Code*	
Remarks (optional )	

\*if you don't have a “returned goods code” send an e-mail request to: [customerservice@thebridge.it](mailto:customerservice@thebridge.it); this code must always be indicated when returning goods

RETURNED GOODS (SKU)	SIZE	COLOR	Q.TY

Date and place \_\_/\_\_/\_\_\_\_\_, \_\_\_\_\_

Signature of the Customer \_\_\_\_\_

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### IMPORTANT

Please note that any non-conformities or defects detected on the purchased goods must be reported within the terms indicated on the Sales Conditions you accepted on making your purchase; the same also indicate the rights you are entitled to concerning the ascertaining of non-conformities or defects.

In particular, you are required to send the documents below by e-mail to [customerservice@thebridge.it](mailto:customerservice@thebridge.it):

- a) this form duly completed;
- b) all photographic material supporting the claim;
- c) confirmation of the order sent by the Vendor and/or the sales receipt.

If, after sending the above e-mail, you receive an answer from THE BRIDGE S.p.A. authorising the return of the goods, the same must be consigned to the appointed Carrier and sent to the following address:

THE BRIDGE S.P.A. - Via E. Codignola 14/16 - 50018 Scadicci (FI), ITALY

within 30 (thirty) days from receiving such authorisation from THE BRIDGE S.p.A., **together with a copy of the authorisation and the "RETURNED GOODS CODE"**.