

INFORMATION ON THE RIGHT OF WITHDRAWAL

In accordance with applicable European consumer protection legislation, Customers acting as Consumers have the right to withdraw from a distance purchase contract without giving any reason within 14 (fourteen) days from the date on which the Customer, or a third party designated by the Customer other than the carrier, acquires physical possession of the goods. Seller Information

AFcoltellerie S.a.s. di Passarotto Cristina e C.
Via Galliera Nord 2998
40018 Maccaretolo di San Pietro in Casale (BO) – Italy
Phone: +39 051 811732
E-mail: info@afcoltellerie.com

How to Exercise the Right of Withdrawal

To exercise the right of withdrawal, the Customer must notify **AFcoltellerie S.a.s.** of their decision within **14 days** from the delivery of the goods by completing the dedicated online form available at the following address:

<https://www.afcoltellerie.com/returns/guest/new>

Alternatively, the Customer may send an explicit declaration by email or any other means capable of proving that the communication was sent within the prescribed period.

To meet the withdrawal deadline, it is sufficient for the communication concerning the exercise of the right of withdrawal to be sent before the expiry of the 14-day period.

Return of Products

Following the withdrawal notice, the Customer must return the products without undue delay and, in any event, no later than 14 days from the date on which the withdrawal was communicated.

Products must be returned intact, complete with all parts, accessories, instructions and original packaging, suitably packed for transport.

The Customer shall only be liable for any diminished value of the goods resulting from handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

The direct costs of returning the goods shall be borne by the Customer.

Shipments sent cash on delivery (COD) or with transport charges payable by the recipient will not be accepted.

Refunds

In the event of a valid exercise of the right of withdrawal, AFcoltellerie S.a.s. will reimburse the amounts paid by the Customer for the returned products and any standard delivery

costs incurred for the order within 14 days from the date on which AFcoltellerie S.a.s. is informed of the Customer's decision to withdraw from the contract.

AFcoltellerie S.a.s. may withhold the refund until the returned goods have been received or until the Customer has provided proof of having sent back the goods, whichever occurs first.

If the Customer has selected services or delivery methods involving additional costs beyond the standard delivery offered by AFcoltellerie S.a.s., such additional costs will not be refunded. By way of example and without limitation, supplements for express shipping, special delivery services, or other optional services selected by the Customer during the purchase process will not be refunded.

The refund will be made using the same payment method used by the Customer for the initial transaction, unless otherwise agreed between the parties.

Exclusions from the Right of Withdrawal

In accordance with applicable European consumer protection legislation, the right of withdrawal does not apply to goods made to the Customer's specifications or clearly personalised.

Therefore, products manufactured or customized upon the Customer's request cannot be returned or refunded, including, by way of example and without limitation, products featuring laser engraving, custom markings, or any other customization specifically requested at the time of ordering.

Defective, Damaged or Non-Conforming Products

The provisions set out above apply exclusively to withdrawals based on the Customer's change of mind.

If the product received is defective, damaged during transport, not in conformity with the order placed, or shipped in error, the Customer must promptly contact AFcoltellerie S.a.s. Customer Service.

In such cases, the legal warranty of conformity shall apply. Following the necessary checks, the costs of returning the product and any replacement shipment will be borne entirely by AFcoltellerie S.a.s.

