



Information on the Right to Withdrawal  
INSTRUCTIONS ON YOUR RIGHT TO WITHDRAWAL  
(also valid in the event of an exchange)

Valued Customer, with reference to the General Terms and Conditions of Sale that were accepted by you, upon completion of a purchase on <http://www.fay.com> (the "Agreement"), we'd like to remind you of your:

**Right to Withdrawal**

You reserve the Right to Withdraw from the sales Agreement, without stating a reason, within 14 days of purchasing a product ("**Withdrawal Period**"):

- a) where the sale of goods agreement refers to a single product, from the day on which the customer or third party, different from the shipper and indicated by the customer themselves, materially acquires the product;
- b) where the sale of goods agreement relates to multiple products, ordered through a single order and dispatched through separate deliveries, from the day on which the customer or third party, different from the seller and indicated by the customer themselves, materially acquires the product.

In order to exercise your Right to Withdrawal, you are required to inform us (at the following address: Tod's S.p.A., Via Stendhal, 35, 20144 Milano, +39 02 89623353, Fax +39 02 89623481, [contact-fay@todsgroup.com](mailto:contact-fay@todsgroup.com)) of your intention to withdraw from the Agreement via an explicit declaration (E.g. mailed letter, fax or email). You may use the standard Right to Withdrawal Form attached hereto, but it is not mandatory.

In order to comply with the Withdrawal Period, it is enough for you inform us of your intention to withdraw before the expiry of the Withdrawal Period.

**Withdrawal Effects**

If you exercise your Right to Withdrawal, you will be refunded of any payments made to us, including delivery costs. This refund will be issued immediately and, in any case, within 14 days of being informed by you of your intention to withdraw from the Agreement. Should you choose to be refunded in a manner that differs from the payment methods made available to you, the refund will be issued within 3 working days of us receiving a package containing the product(s) that you wish to return; or, if you are able to provide sufficient evidence that these goods have been sent back to us. This refund will be made using the same payment method that you used at the time of the original purchase, unless separate arrangements were agreed upon; in any case, you will not be subject to any additional costs as a consequence of said refund.

With reference to the withdrawal from a Multiple Order, any related and additional delivery costs will not be refunded, save for the decision to withdraw from the entire Multiple Order.

You must send back or return the goods to us, without delay and, at any rate, within 14 days of informing us of your intention to withdraw from the Agreement ("**Return Period**"), using one of the procedures provided below.

**Returning a Product from the same country in which it was delivered (as indicated in the order confirmation email)**

We kindly ask you to return the goods for which you wish to exercise your right to withdrawal by using the courier UPS, and by attaching the prepaid and pre-filled label provided in the original box to the package. You may contact UPS at **03457 877 877** (fixed local toll, according to national operator costs; max cost 3.00 €/min, to arrange a date and place for pick-up of the goods you wish to return. In this case, you will not incur in any cost to return these goods – this will be handled by us, and, in addition, you will not be liable for any damages or loss of those goods during transit. ("**Pre-paid Returns through UPS**")

**Return of Products to a different country with respect to where it was delivered (as indicated in the Order confirmation email) or via a courier of the Customer's choice (irrespective of country)**

You may choose to return products via a courier of your choice and at your expense (including any applicable import tax), which you will be liable for ("**Return through a Courier of Choice**"). The product(s) must be returned to the following address: Tod's S.p.A. c/o Traconf Via Primo Maggio 19, 20010 Vanzago (MI), without delay and, in any case, within the Return Period. Where it is not possible to post any of these products due to their nature, the table below specifies the maximum estimated fees that we will charge to process this operation for you- the following table indicates costs by geographical area and product weight :



<b>Geographical Area</b>	<b>Weight 0-15 Kg</b>	<b>Weight 15-30 Kg</b>
China	GBP300.00	GBP500.00
USA	GBP300.00	GBP500.00
Other East Asian countries (Mongolia, North Korea, South Korea, Japan, Taiwan)	GBP400.00	GBP600.00
Brasil, Argentina	GBP400.00	GBP600.00
Russia	GBP400.00	GBP600.00
Other South American countries (Colombia, Venezuela, Chile, Paraguay, Uruguay, Peru, <i>etc.</i> )	GBP500.00	GBP700.00
Africa	GBP500.00	GBP700.00
Middle East	GBP500.00	GBP700.00
Rest of the world	GBP500.00	GBP1,000.00

You are only liable to cover the difference for the decrease in value of a product if it has been modified or tampered with in any way that deviates from its intended nature, features and functioning of the products.

In compliance with the privacy policy accepted at the time of your registration and/or purchases made by you on the Website, we would like to remind you that the information you supply us with, by filling out the form below, will be processed in order to fulfill your request and for the following purposes:

- (a) the management of your request for assistance for Fay products and the management of any refund for those products;
- (b) administrative or accounting formalities associated with processing the return

Any refusal to supply us with this information may make it impossible for us to fulfil your request and, subsequently, process your return.

Your personal information will be stored by our Company for the time required to guarantee the appropriate management of your request for assistance, save for any time required to retain this information, due to compliance with the law, including the accounting law.



STANDARD WITHDRAWAL FORM

**Tod's S.p.A.**

Via Stendhal, 35, 20144 Milano

+39 02 89623353

Fax +39 02 89623481

[contact-fay@todsgroup.com](mailto:contact-fay@todsgroup.com)

The following is a statement of my intention to withdraw from the sales agreement for the following goods/services:

---

---

Order Number (as indicated in the Order Confirmation Email):

---

Ordered on:

Received on:

---

Customer address:

---

Customer signature  
(only if this form is notified in hard copy)

Date

---

Optional fields: the completion of the following box is not obligatory and is at your discretion:

If you wish, you may state the reason for returning the product(s):

- The product is too small
- The product is too big
- The product that I have received differs from the description/website image
- The product is wrong
- The product that I have received is damaged or defective
- Return within guarantee
- Other, please specify

---

---



## STANDARD EXCHANGE FORM

**Tod's S.p.A.**

Via Stendhal, 35  
20144 Milano  
+39 02 89623353  
Fax +39 02 89623481

I hereby request to change the following products:

**PURCHASED AND RETURNED PRODUCTS**

Product code	Size	Quantity

with the following products:

**REPLACEMENT PRODUCTS**

Product code	Size	Quantity

Customer's first and last name:353

Order number of the product you have purchased:  
(as indicated in the order confirmation e-mail)

Consumer signature

(only if the this form is notified in hard copy)

Date:

Optional fields: the completion of the following box is not obligatory and is at your discretion:

If you wish, you may state the reason for returning the product(s):

- The product is too small
- The product is too big
- The product that I have received differs from the description/website image
- The product is wrong
- The product that I have received is damaged or defective
- Return within guarantee
- Other, please specify

\_\_\_\_\_

\_\_\_\_\_