

PRODUCT RETURN CHARTER:

➤ I've changed my mind or I made a mistake when ordering. What can I do?

The DIGITSOLE Customer Service team is here to help!

Please let us know by phone on 00.33(0)3.83.36.72.72 or by e-mail using our contact form so we can register this information. Thank you!

➤ Reimbursement and right of withdrawal:

In compliance with online sales legislation, the Customer has 14 days to exercise their legal right of withdrawal.

The Customer will be reimbursed in full once we have received and verified the items and no later than 14 days following the date the right of withdrawal was exercised.

➤ Returns and exchanges: Satisfied or your money back?

Despite every effort made by DIGITSOLE when processing the Customer order, an error may occur when preparing the shipment (wrong size, missing product etc.). Similarly, when the package arrives, one of the products may turn out to be defective.

The Customer must check the products comply with the order as soon as it arrives.

Any irregularity concerning the delivery (wrong size, missing or broken product, damaged package etc.) must be notified within 24 hours of receipt to DIGITSOLE Customer Service online (www.digitsole.com/contact-us).

Any complaint made after this period will be rejected and DIGITSOLE cannot be held responsible. DIGITSOLE will ask the Customer to return the damaged product. If the above conditions are fulfilled, DIGITSOLE will exchange the defective product(s) or send the missing product (provided the purchaser's request is substantiated) and at the exclusive discretion of DIGITSOLE.

➤ Can I have an exchange?

The Customer may exchange any item they are not entirely satisfied with within **30 days** from the date the item was dispatched (not the date of receipt as DIGITSOLE does not have access to this information). Items the Customer wishes to exchange **must be in perfect condition (new, unworn and with no missing parts), in their original undamaged box and accompanied with proof of purchase.** The Customer may exchange them for the same items in a different size.

On receipt of the unaltered product in perfect condition, DIGITSOLE will send the new replacement product at its own expense as requested by the Customer. Exchanges are sent within a maximum of two (2) weeks, subject to product availability in stock.

For all exchanges, return postage costs will be paid by DIGITSOLE in the event of an error on our behalf. Otherwise they will be paid by the Customer.

Therefore, whenever the Customer receives products which do not comply with their order, return postage costs will be paid by DIGITSOLE. The following situations are concerned:

- Product error (model, size, colour);
- Quantity error (missing product or extra product invoiced).

In all other cases, return postage costs will be paid by the Customer.

➤ **Procedure for returns paid for by DIGITSOLE:**

DIGITSOLE will send the Customer a prepaid return label and request they drop the package off at the post office (for Customers in France) or, for all products sold in and outside Europe, register it with a partner carrier, who will collect the package at the address indicated by the Customer. The Customer must carefully conserve the proof of registration for their package, completed and stamped by the post office or signed by the carrier.

On receipt of their product, DIGITSOLE will send the Customer a new product or will reimburse them the total amount of their purchase. If an item is considered neither damaged nor defective after inspection, DIGITSOLE will not replace it.

The Customer will be told why the product will not be replaced and DIGITSOLE will return the product to the Customer at the Customer's expense. DIGITSOLE will then request additional payment, with receipts, from the Customer to cover the costs of returning the product. The items in question will be kept for 30 days following the date the Customer was notified of the decision not to replace the items. Beyond this period, the items will be destroyed if DIGITSOLE has still not received the re-shipment costs from the Customer.

➤ **When will I be reimbursed?**

On receipt of the package, DIGITSOLE will e-mail the Customer informing them that their product has been received. The Customer's account will be re-credited within a maximum period of three (3) weeks for a reimbursement.

For reimbursements on credit/debit cards, bank processing times may delay payment to the Customer's bank account by several days.