# Widerrufsformular

Wenn Sie den Vertrag widerrufen wollen, dann füllen Sie bitte dieses Formular aus und senden Sie es zurück an:

Dilmark's
Dmytro Dmytrenko
Vilkp?d?s g. 22
03151 Vilnius
Lithuania

E-Mail: dilmarksales@gmail.com

- Hiermit widerrufe(n) ich/wir (*) den von mir/uns (*) abgeschlossenen Vertrag über den Kauf der folgenden Waren (*)/die Erbringung der folgenden Dienstleistung(*)

_____

_____

_____

- Bestellt am (*)/erhalten am (*): _____

- Name des/der Verbraucher(s): _____

- Anschrift des/der Verbraucher(s): _____

_____
Unterschrift des/der Verbraucher(s)

_____
Datum

_____
(*) Unzutreffendes streichen

# RETURN AND EXCHANGE POLICY

Thank you for shopping at https://www.ma-shops.com/dilmarks/
If, for any reason, You are not completely satisfied with a purchase, we invite You to review our Policy.
The following terms are applicable for any products that you purchased with us.

## INTERPRETATION AND DEFINITIONS

### Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

### Definitions

For the purposes of this Return and Exchange Policy:
Business Company (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to Dilmarks Located at LT 03151 Vilnius, Vilkp?d?s g. 22, LT. (not for shipping of the returned items).
Goods refer to the items offered for sale on the Service.
Orders mean a request by You to purchase Goods from Us.
Service refers to the Website.
Website refers to My Site, accessible from https://www.ma-shops.com/dilmarks/
You means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

## GENERAL RETURN POLICY INSTRUCTION

Product that are bought from the Physical or Online Stores can be returned. All Items are eligible for return and would be processed if conditions are met. The buyer is fully responsible to charge the shipping fee for the returned item.

You are always required to ship back the items by following the shipping instruction:
Please fill out and print the return slip once the return request has been approved. In case you need to ship the products using the carriers, please use the warehouse shipping address, that you will be provided by our customer support. Please make sure to include the return slip in the package.

## REFUND POLICY

In order to be eligible for a refund, the item have to be returned at the buyer's expences within 14 days of your purchase, of the receipt of the item. If the product is damaged in any way, or you have initiated the return after 14 days have passed, you will not be eligible for a refund.
In order for the product to be eligible for a Refund, make sure these conditions are met:
• Product must be returned in its original packaging
• Product wasn't used or damaged
• Product must include original tags (if applicable)
• Product must have the receipt or proof of purchase
After we receive your product, our team of professionals will inspect it and process your refund. The money will be refunded to the Original Payment Method you’ve used during the purchase or an agreed payment method. If the payment was made via bank transfer the following information is needed to be provided:
Full name and IBAN number.

Unfortunately, product that were marked as a gift when purchased is not allowed to be Returned or Exchanged.
Unfortunately, product that were marked as a Bundled when purchased is not allowed to be Returned or Exchanged.
The refund takes place within 14 working days after we received the item back.

Anyway if you still have questions please don't hesitate to contact us dilmarksales@gmail.com

## HOW TO INITIATE A RETURN

If you have a request for Return, Refund or Exchange and if you need further clarification and still have questions, Please do not hesitate to contact us through our:
Email Address: dilmarksales@gmail.com
Contact Form URL: https://www.ma-shops.com/dilmarks/contact.php
Phone Number: +43 677 643 45 311
You will be updated for their Return Status through their EMAIL, provided that contact information is recorded to us.
If you want to return the item please fill the form and send it back.

We wish you to have a good experience at our Online Shop.
Sincerely, Dilmark's Team.

Last Updated: 2/01/2023