

MUSSO

WITHDRAWAL FROM THE SALES AGREEMENT

Please kindly fill out in block letters.
Providing the correct order number will expedite the return process.

Name: Order date:

Order Number: Phone Number:

Product Name, Color, Size	Reason for Return*	Product Name, Color, Size	Reason for Return*

* – To improve the quality of our services, please provide the reason for the return. Choose a number from the list below:

- 1 - Ordered more than one size;
- 2 - Product is too small;
- 3 - Product is too large;
- 4 - Product does not fit properly;
- 5 - Product does not match the description/photo;
- 6 - I am not satisfied with the quality of workmanship, material, or the product has a defect;
- 7 - The package was damaged during transport;
- 8 - I received the package too late;
- 9 - I received the wrong item;
- 10 - I changed my mind

You can use your right to return purchased items within 30 days from the date of receipt.

Please return the items to the following address:

MUSSO Ltd.
Ul. Danusi 33c/2
03-259, Warsaw
Poland

Please note that only products with original tags and packaging (box) and showing no signs of use are eligible for return. Refunds are processed within 14 days from the date we receive the returned goods together with a properly completed return form. The refund will be issued using the same payment method that was used to place the order. We do not accept parcels sent to the Company's registered office address, shipments sent cash on delivery (COD), or parcels sent at the recipient's expense. We do not cover any additional shipping costs. Please keep your proof of shipment – it will serve as the basis for any claim in the event the parcel is lost. If the return cannot be accepted due to failure to meet the above conditions, the products will be sent back to you at your expense.

If you have any questions or concerns, please contact our Customer Service Office at: info@musso.pet

The method of correction has been agreed upon with the contractor and the conditions for it have been met.

I declare that I am familiar with the return conditions specified in the Store Regulations.

Date:

Signature: