



# FATTORIA PETRIOLO

## **WITHDRAWAL**

GOCCE DI TOSCANA SRL ensure that products delivered will be equal to those shown and described on the site and compliance with all rules regarding the storage of goods until delivery at the place specified in the order. For all products sold that is the responsibility of the producer. Manufacturer is also responsible for the accuracy and completeness of the information given on the packaging in the case of packaged goods. The images on this site are provided to the Client to facilitate the recognition of the products, due to changes in packaging by the manufacturer, the photos might not exactly reflect the appearance of the product delivered.

As required by current rules, customers enjoy the GOCCE DI TOSCANA SRL money back guarantee with the ability to return products purchased within 14 days of receipt, except if they are products which by their nature can not be returned.

## **WAYS TO REQUEST A REFUND**

The customer must send a letter or an e-mail to GOCCE DI TOSCANA SRL within 14 days of receipt of the goods. In this communication you will have to indicate the product or products for which it intends to exercise the right of withdrawal. GOCCE DI TOSCANA SRL will, at their own expense, the withdrawal of the product in question in the manner and terms to be agreed with the customer, unless your desire not to return to the above.

The goods will be refunded within 14 days of receipt of the notice by the customer.

For any communication regarding a complaint the client may use the e-mail:  
[marketing@fattoriapetriolo.com](mailto:marketing@fattoriapetriolo.com)