

# TOPPO

## RETURN FORM

### HOW TO RETURN ?

1

Prepare a package by placing this form inside as well as the respective items

2

Send the package by registered mail to the following address :

**Rua D. Nuno Álvares Pereira  
n° 53, 2490-114 Cercal-Ourém**

3

After receiving the order, we will issue the refund within a period of up to 10 working days

**For the purpose of exchanging it for another item or size, please place a new order and return the current one.** The refund will be made through a coupon for the value of the returned item (shipping costs not included). The coupon will be sent to the email you used to make the purchase.

### CONDITIONS

- The return period is 14 days after the date of delivery of the item(s)
- Returns will not be accepted on items that show signs of use, that have a damaged box or that do not include all original accessories, documents and labels
- Make sure that the item is returned in its original packaging and in the same condition as when it was received
- In case of return, the amount paid for shipping costs will not be refunded
- The shipping costs inherent to the return are the responsibility of the customer. Returns with postage paid at the addressee will not be accepted
- Keep proof of shipping. We are not responsible for items that are lost in transit from the customer to our warehouse
- We reserved the right to refuse any returns that do not match our return policy. The return and financial responsibility are yours until it reaches TOPPO and is confirmed by a delivery confirmation

### CUSTOMER SUPPORT

**Contact us :** [support@toppoworldwide.com](mailto:support@toppoworldwide.com)

**Available from:** Monday to Friday from 9:00 AM - 18:00 PM

**PERSONAL DATA**

Name \_\_\_\_\_

Telephone \_\_\_\_\_

E-mail \_\_\_\_\_

**RETURNED PRODUCTS**

Order Reference \_\_\_\_\_

Item name	Size	Reason*

**\*In this field write the number corresponding to the reason for the return**

1 – Size doesn't fit

2 – Different from what I expected

3 – Wrong Item

4 – Defective item

5 – Another reason

**WRITE DOWN THE EMAIL ADDRESS YOU USED  
TO MAKE THE PURCHASE**

Email \_\_\_\_\_

**DATE** \_\_\_\_\_

**SIGNATURE** \_\_\_\_\_