

## Right of Withdrawal from Contract

*(Directive no. 2011/83/UE)*

### When to exercise right of withdrawal

Our goal is your satisfaction with the items purchased on our website. If you are not satisfied, you have the right to request to return the products purchased, even without providing a reason for it, **within 14 calendar days of receiving the articles**, but only if the goods are still resellable, contained in the original packaging and in their original condition.

### Consumer liability

The goods can be manipulated only in order to establish their nature, characteristics and functioning. If the products are used without regard to these principles, you will be held accountable for any decrease in the value of the goods that will be deducted from the refund.

Articles must be returned in their original packaging and condition, they must be fully resellable and packed in the same way you received them. You will be charged with any reconditioning cost that may arise when getting the article resellable again.

### How to exercise right of withdrawal

To exercise your right of withdrawal you must communicate to us your desire to withdraw from the contract by emailing us at [info@luminalpark.com](mailto:info@luminalpark.com) within 14 days of receipt. You can use the return form attached, but it is not mandatory.

In your request or return form you must include the following information:

- Name and surname or company name;
- Order number and date;
- Quantity and code of the items you want to return;
- Bank account number (IBAN and BIC/SWIFT Code) and name and surname of bank account holder (only in case your order was paid by bank transfer).

As soon as we receive your return form and/or your email, we will provide you with a return document.

If you buy as a **private/individual customer** we will provide you a prepaid return shipping label, otherwise if you buy as a **company** you will have to ship the items with your courier to our warehouse.

### Time frame for return

After sending your request for return you will have **14 calendar days to ship the purchased items back to us.**

Delivery address:

LUMINAL PARK SRL  
% Lotti Importex Srl  
Via Pinzone, 24  
46025 POGGIO RUSCO - ITALY

### Refund Terms

Once we receive the items at our warehouse and confirm they are in perfect condition, Luminal Park will proceed with the refund. The refund will be processed using the same payment method chosen by the customer at the time of purchase.

If you are a **private customer**, once you exercise your right of withdrawal, you will be refunded all payments made to us, including delivery costs and any oversize item surcharge (except for additional costs arising from your choice of a delivery method other than the standard one offered by us), within 14 days from the date you notify us of your intention to withdraw. The return shipping costs are your responsibility and will be deducted from your refund.

In case of partial withdrawal, the oversize item surcharge will only be refunded if all the oversize items in the order are returned.

If you are a **VAT-registered customer** (or a VAT-registered business), you will be refunded all payments you have made to us upon withdrawal, excluding the shipping costs for sending the items and any oversize item surcharge. Additionally, if the order qualified for free shipping, the shipping cost will be deducted from the refund. This cost will be calculated based on the weight and volume of the products.



To  
**LUMINAL PARK S.R.L.**  
Via Pinzone, 24  
46025 POGGIO RUSCO - ITALY

eMail: [info@luminalpark.com](mailto:info@luminalpark.com)

## Return Form

I hereby notify my withdraw from contract of sale of the following articles:

Item Code	Quantity	Item Code	Quantity

Order no.: \_\_\_\_\_, placed on: \_\_\_\_/\_\_\_\_/\_\_\_\_\_, delivered on: \_\_\_\_/\_\_\_\_/\_\_\_\_\_

Consumer address: \_\_\_\_\_  
\_\_\_\_\_

*If your order was paid by bank transfer, please fill in the following*

IBAN no.: \_\_\_\_\_ BIC/SWIFT Code: \_\_\_\_\_

Bank account holder: \_\_\_\_\_

Consumer signature: \_\_\_\_\_ Date: \_\_\_\_\_