

ALEXSHOP®

NOTICE OF THE RIGHT TO WITHDRAW FROM A DISTANCE CONTRACT AND RIGHT TO EXCHANGE

Dear Consumer,

Pursuant to applicable consumer protection rules, a purchase made through our online store is considered a distance contract, concluded between the trader and the consumer without their simultaneous physical presence, using one or more means of distance communication.

For a distance contract, the consumer has the right to withdraw without giving any reason within 14 (fourteen) days from the date on which the goods are received by the consumer or by a third party designated by the consumer, other than the carrier. If several items are delivered separately, the withdrawal period begins on the date the final shipment is received.

Before the withdrawal period expires, the consumer must notify the trader of the decision to withdraw. The withdrawal notice takes effect on the date it is sent. This form may be used for that purpose, but its use is not mandatory; any other clear written statement identifying the order and the decision to withdraw may also be submitted.

The consumer must return or dispatch the goods without undue delay and no later than 14 days after notifying the trader. The deadline is met if the goods are sent before the 14-day period expires. The consumer bears the direct return-shipping costs unless the goods are defective, damaged or different from those ordered.

The consumer is responsible only for any diminished value resulting from handling beyond what is necessary to establish the nature, characteristics and functioning of the goods. The invoice or order confirmation and, where available, the original packaging should be included with the return.

INTERNATIONAL CONSUMER WITHDRAWAL AND RETURN FORM

(Complete and send this form only if you wish to withdraw from the contract.)

1. Trader details

W2 Company d.o.o.
Trg Nezavisnosti br. 4, 81000 Podgorica,
Montenegro
Tax ID: 03113965 | VAT: 30/31-16630-5 | Activity
code: 47.91
Phone: +382 67 009 800 | Email:
info@alexshop.me

2. Consumer statement

I, _____, hereby give notice that I
withdraw from the contract of sale for the following goods:
Product / model code: _____
Order number: _____

3. Order details

Ordered on: _____

Received on: _____

4. Consumer contact details

Address: _____

Country: _____

Email / phone: _____

5. Signature and date

Date: _____

Signature: _____

International return instructions: Send the parcel using a tracked service to the trader address above. Do not send cash on delivery or with charges payable by the recipient unless agreed in writing. For customs purposes, mark the parcel "RETURNED GOODS - CUSTOMER RETURN" and include the original order or invoice number. Keep the shipping receipt and tracking details until the return is completed. Nothing in this form limits mandatory consumer rights that may apply under the law of the consumer's country of habitual residence.