

WITHDRAWAL OR EXCHANGE FORM

Definition of the right of withdrawal or exchange

You have the right to withdraw/exchange your purchase without having to give any reason within a legal period of fourteen (14) calendar days from receipt of the goods by yourself or by a third party designated by you, other than the carrier.

To exercise your right of withdrawal or exchange, you must inform us at 1 boulevard de la Grotte Rolland 13008 Marseille, of your wish to withdraw by means of a clear and unequivocal declaration and in particular:

- Via the online withdrawal or exchange form, which is recommended for simplifying procedures and procedures;
- Or by email to retractation@agapara.fr by inserting the standard withdrawal or exchange form, present below;
- Or by a letter sent by post with the standard withdrawal or exchange form, shown below.

To comply with the withdrawal or exchange period, you just need to send your withdrawal or exchange decision before the expiry of this period.

It should be noted that the exchange can only be made by a refund in the form of a credit note (balance credited to the customer's account or secret code). You must therefore return the desired product(s) to AGAPARA and thus place a new order on the website using the credit note that will have been sent to you (the return being free in this case).

Effects of withdrawal or exchange

1. In the event that you are eligible for the right of withdrawal or exchange, you undertake to return the product(s) to us (via the link to generate the label that we will send you by email), at the latest, within fourteen (14) days from the date on which you informed us of the exercise of your right of withdrawal or exchange.

2. After validation of the return of the product(s), as well as their condition in our workshops, we will make the refund by bank transfer or credit note (balance credited to the customer's account or secret code) for the return without undue delay and at the latest within fourteen (14) calendar days from the date on which we were informed of your decision to withdraw or exchange. However, we reserve the right to defer the refund until the product(s) have been collected or until you have provided proof of shipment of these products, whichever is earlier.

In addition, you have two options for refunding your purchase:

- Or a refund in the form of a credit note (balance credited to the customer's account or secret code) for a period of one (1) year (365 days) and non-refundable.

In this case, you will receive a free return of one or more pairs of shoes and accessories. However, the additional delivery costs paid by the customer related to the choice of a specific "outbound" delivery method will be deducted from the amount of the credit note. In addition, other total or partial deductions (in proportion to the products reshipped) from the initial shipping costs may be made at the time of refund, in the event that the outbound shipping costs have not been taken into account by AGAPARA.

WITHDRAWAL OR EXCHANGE FORM

- Or a refund in the form of a transfer credited to the card used for your purchase. If technical problems arise, we will contact you and send a cheque. In this case, you do not get a free return. It will be deducted from your amount to be repaid:
 - a. A fixed amount including VAT calculated according to the amount to be reimbursed to the customer (amounts identical to all shipping zones delivered by AGAPARA):
 1. Amount less than or equal to €150 incl. VAT: €15 incl. VAT
 2. Amount between €150 and €300 incl. VAT: €20 incl. VAT
 3. Amount between €300 and €600 incl. VAT: €25 incl. VAT
 4. Amount over €600 incl. VAT: €30 incl. VAT
 - b. The potential additional delivery costs paid by the customer related to the choice of a specific "outbound" delivery method. In addition, other total or partial deductions (in proportion to the products reshipped) from the initial shipping costs may be made at the time of refund, in the event that the outbound shipping costs have not been taken into account by AGAPARA.

You are only liable for a depreciation of the property resulting from manipulations other than those necessary to identify the nature, characteristics and proper functioning of this property.

In the event that items are found to be missing and/or if the returned package is damaged due to incorrect packaging, AGAPARA may refuse the return or reimburse the customer in proportion to the damage and losses observed, while deducting any additional delivery costs paid by the customer related to the choice of a specific "outbound" delivery method. In addition, other total or partial deductions (in proportion to the products reshipped) from the initial shipping costs may be made at the time of refund, in the event that the outbound shipping costs have not been taken into account by AGAPARA.

Exclusion of the right of withdrawal or exchange

The right of withdrawal or exchange may not be exercised for orders for the supply of goods that are not prefabricated but made to the consumer's specifications or clearly personalized.

General information

1. **When you are eligible for the right of withdrawal or exchange**, please return the protected goods to us and packaged in their original boxes and boxes and accompanied by all the accessories present when opening the package, such as, if applicable depending on the nature of the goods: the shoe bag(s), etc. If necessary, use protective outer packaging. If you no longer have the original packaging, please ensure sufficient protection by using appropriate packaging to prevent damage to the goods during transport.

You must pay special attention to the packaging of the returned product. It is your responsibility to provide proof of return and compliance with the conditions set out.

In addition, the return of products is accepted in their original condition, with the completed return slip and a photocopy of the purchase invoice. Please note that the additional information and documents to be completed/printed for the successful return of your

WITHDRAWAL OR EXCHANGE FORM

product(s) will be sent to you by email after confirmation by us of your right to withdraw or exchange.

2. **Upon receipt of the packages at our premises**, if items are found to be missing and/or if the returned package is damaged due to incorrect packaging, we reserve the right to refuse this return.

WITHDRAWAL OR EXCHANGE FORM

Withdrawal or exchange form

Attention:
SAS AGAPARA,
1 boulevard de la Grotte Rolland in Marseille (13008),
retractation@agapara.fr

I hereby notify my withdrawal or exchange of the contract of sale relating to the goods below:

.....
.....
.....
.....

Number of the order(s) to be returned:

Date of purchase of the order: / /

Goods(ies) received on: / /

For the following reason(s) (optional):

Name and surname of the client(s):

Client(s) address:

Client(s) email:

Customer(s) phone number:

Choice of reimbursement method (check the option):

- Have with the possibility of exchanging or not the product(s) (free return)
- Transfer with refund credited to your card used for your purchase (return deducted from the amount to be refunded)

Done on: / /

At:.....

Signature of the client(s):