

How to use the retraction form?

If you want to retract your order and return the product, you have **14 working days from the day following the date of receipt** of the package to return your package accompanied by the retraction form filled.

You can contact customer service via order tracking to first submit your application for your return.

Conditions:

Any return that does not meet these two rules will be rejected:

1. **Original packagings must not be opened**, cut, torn or damaged.
2. **The products must not have been used** or removed from their original packaging.

Time:

You have **14 working days from the day following the date of receipt** of the order. In the case that your return is made beyond this period, our Returns Department will reserve the right to refuse your return.

Return costs:

The return costs are the responsibility of the customer. It is the customer responsibility to keep proof of this return and ship his package by tracked shipment with acknowledgment of receipt.

How to return the product:

Return your product in unopened original packaging, accompanied by the retraction form, available below, at the following address:

SUBSONIC
Returns Department
5 Allée des Séquoias | Immeuble Le Sirocco
69 760 Limonest, France

Reception of product:

Subsonic then agrees to offer the customer a credit or a refund within fourteen (14) days from the date of receipt of the returned package.



www.subsonic.com

Retraction Form

(Please complete and return this form only if you wish to retract from the contract)

For the attention of:

SUBSONIC
Returns Department
5 Allée des Séquoias | Immeuble Le Sirocco
69 760 Limonest, France

I / We (*) notify hereby my / our (*) retraction from the contract:

- Date of order :/...../.....
- Order numer :
- Date of package receipt :/...../.....
- Name of consumer(s):
- Address of consumer(s):.....
.....
.....

Date :/...../.....

Signature :

(*) Delete as appropriate