



## RETURNS AND REFUNDS

To exercise the right of withdrawal, the Customer must send Sevens Skincare, a registered trademark owned by Aura srl, a communication to that effect, within the terms indicated, to the following email address [info@auramilano.it](mailto:info@auramilano.it)

In case of withdrawal, the Customer must return the products to Sevens Skincare at his own expense within 14 (fourteen) days of the withdrawal, to the following address:

**AURA SRL**  
**VIA Tonale e Mendola 84**  
**24060 Endine Gaiano (BG)**  
**ITALY**

The goods must be returned intact, complete with all its parts and in the original packaging (envelopes and packaging) in compliance with the following conditions:

- the right of withdrawal may apply to the product purchased in its entirety; in fact it is not possible to exercise withdrawal only on part of the purchased product;
- for the withdrawal to be possible, the product must be intact and returned in its original packaging, complete in all its parts (including packaging and any documentation and accessory equipment: labels, seals, etc ...);
- the shipping costs (and any customs fees, if any) for the return of the goods will be the sole responsibility of the Customer;
- the shipment, until the certificate of receipt at the address indicated above, is under the complete responsibility of the customer;
- in case of damage to the goods during transport, Sevens Skincare will notify the Customer, to allow him to promptly file a complaint against the courier he has chosen and obtain the relative reimbursement; the product will then be made available to the Customer, simultaneously canceling the request for withdrawal;
- Sevens Skincare will not be liable in any way for damage, theft or loss occurring during or in any case depending on the return shipment.

Sevens Skincare will refund the Customer the full amount already paid, net of the shipping costs incurred and any customs fees paid for the import, within 14 (fourteen) days of withdrawal, by means of a transfer procedure for the amount charged, using the same means of payment used by the Customer for the initial transaction, unless otherwise agreed. In any case, the Customer will not bear any costs as a consequence of this refund. If the purchase was made using a code discount, the amount of the discount will not be refunded. The refund will be related only to the amount actually spent. Furthermore, Sevens Skincare may suspend the refund until the returned product is received or until the

moment in which the Customer proves that he has correctly returned the product, whichever is earlier.

In any case, the Customer will lose the right of withdrawal in cases where Sevens Skincare ascertains that:

- the returned product and / or its accessories, and / or its packaging are not intact;
- the product is missing its external packaging and / or internal packaging original;
- the product is missing its integral elements and / or accessories.

In case of forfeiture of the right of withdrawal, Sevens Skincare will return the purchased product to the sender, charging the shipping costs to the sender and, if already refunded, the price of the product.