

**Dear customer, Thank you for your purchase.**

We would like to thank you for the trust you have placed in us. We hope that you will be pleased with the item you purchased.  
 We welcome all comments regarding the condition of your item or our delivery terms.  
 In case of return you have to fill the form below and enclose it in your return package.



Best regards,  
 Customer Service Manager

Your order summary	
Order date:	Order N°:

Qty	Product code	Description	Return code	Reason for return code	In case of return code = 1 for incorrect item delivery I wish (use a X to choose between):	
					A new delivery of the item I bought	No new delivery, please refund me
				1. Poor quality of item 2. Delivery arrived too late 3. Item is not as expected 4. Item faulty  * Please fill the following cells to choose how to proceed		
i.e.1	i.e. 58333019074019	i.e. LAMP	i.e. 1			i.e. X

Need to return something? Please fill in the form and send it back to us with the item/s (in their original condition). Please follow the steps below within 10 days of receiving your delivery:

1. Please select one of the reason codes against your return. If you have received an incorrect item please specify the return code 1, then choose how to proceed using the last two columns.
2. To exchange your product you have to place a new order and return the original item to us for a refund.
3. Use the address on the right to send your package. You can use any courier you prefer or a postal service with proof of postage and tracking.
4. Please note that returns can take up to 21 days to get back to us. Enclose this form in your package and we will process within 24 hours of receipt.
5. Where possible we suggest you to retain a proof of postage.

For any information regarding our return policy please refer to art. 6 of General Sales Terms on [www.bosatrade.com](http://www.bosatrade.com)

**LUNA SRLS**  
**attn. Bosa Customer Service**