

CONSUMER INFORMATION DOCUMENT

(Standardized model of information document to the consumer and user about the withdrawal, established in Law 3/2014, of March 27, which amends the Text of the General Law for the Defense of Consumers and Users).

You have the right to withdraw from this contract within 14 days without justification or penalty. Exceptions to this right, and provided the products you purchased have been removed from their original packaging, are those items that are not suitable to be returned for reasons of health protection or hygiene (earrings, piercings, etc.).

The withdrawal period shall expire 14 days from the day on which you or a third party indicated by you, other than the carrier, acquired material possession of the goods. In case of a delivery of multiple goods ordered in the same order and delivered separately, as soon as you or a third party indicated by you, other than the carrier, has acquired the material possession of the last of these goods.

To exercise the right of withdrawal, you must communicate your decision to withdraw.

To do this you must log in to your account at <https://candino.com> indicating your email and your password. Then you will have to go to "My orders" section and then go to "Return an item or an order", following the steps to print the corresponding return label from there on.

Exceptionally, you may express your decision to withdraw from the contract by any other unequivocal statement (e.g. a letter sent by post, communication sent by email, etc.; for this purpose you may use the model withdrawal form below, although its use is not mandatory).

Once this is done, you must send or deliver the products directly to one of the following locations.

a) FESTINA GROUP Logistics Center. Duran i Jordà Street, N° 4-6, Sant Just Desvern. Barcelona (Spain)

In this case, it is essential for you to print and include the return label provided with the order.

b) SEUR Pickup Points.

In this case, the corresponding return label must be printed and the product must be delivered to the SEUR Pickup Point of your choice.

All this, without any undue delay and, in any case, no later than 14 days from the date on which you inform us of your decision to withdraw from the contract. The deadline shall be deemed to have been met if you return the goods before the end of this period.

FESTINA LOTUS, S.A. may withhold reimbursement until we receive the goods, or until the customer provides proof of the return of the goods, whichever condition is met first.

Consequences of withdrawal:

In the event of withdrawal by you, we will refund to you all payments received, including delivery charges (with the exception of the additional costs resulting from your choice of a mode of delivery other than the least expensive mode of ordinary delivery offered by us) without undue delay and, in any event, no later than 14 calendar days from the date on which, within the withdrawal period, the return of the goods is made.

Regarding the return shipping costs:

a) FESTINA GROUP Logistics Center. The shipping costs of the return for withdrawal shall be borne by the customer.

The amount will depend on the shipping company chosen by the user (We recommend the use of a certified shipment that requires the signature of the recipient).

b) SEUR Pickup Points. The shipping costs for the return due to withdrawal will be paid by the customer. The price, in this case, is 4,95 €.

FESTINA LOTUS, S.A. will proceed to make the refund using the same means of payment used by you for the initial transaction, unless you have expressly provided otherwise; in any case, you will not incur any costs as a result of the refund.

