

INFORMATION ON WITHDRAWAL FROM THE SALES AGREEMENT

The right to withdraw from the sales agreement

You have the right to withdraw from this agreement within 14 days without giving any reason. The deadline to withdraw from the agreement expires after 14 days from the date of conclusion of the agreement (in the case of agreements for the provision of services) / from the date on which you came into possession of the goods or on which a third party - other than the carrier - and indicated by you came into possession of the goods. In the case of items delivered in batches - on the day of taking possession of the last item. In the case of agreements for regular delivery of items for a specified period of time - at the moment of taking possession of the first item by you or a third party indicated by you (other than the carrier).

NOTE - in accordance with the Regulations, the right to withdraw from the agreement does not apply in the case of made-to-order products - when the subject of the service is non-prefabricated goods (so-called made-to-order goods).

To exercise your right of withdrawal, you must inform us of your decision to withdraw from this agreement by means of an unambiguous statement (e.g. a letter sent by post or e-mail)).

Our contact details: Lilly and Swan Małgorzata Ługowska with its registered office at ul. Startowa 2, 02-248 Warszawa, e-mail: hello@lillyandswan.pl, phone: +48 576 604 874.

You may use the model withdrawal form, but this is not obligatory.

In order to meet the deadline for withdrawal from the agreement, it is sufficient for you to send information regarding the exercise of your right to withdraw from the agreement before the deadline for withdrawal from the agreement expires..

Consequences of withdrawal from the agreement

If you withdraw from this agreement, we will refund to you all payments received from you, including the costs of delivering the goods (except for additional costs resulting from your choice of a delivery method other than the cheapest usual delivery method offered by us), immediately and in any case no later than 14 days from the day on which we were informed about your decision to exercise the right to withdraw from this agreement. We will refund the payment using the same payment methods that you used in the original transaction, unless you have expressly agreed to a different solution; in any case, you will not incur any fees in connection with this refund.

We may withhold the refund until we receive the product or until you provide us with proof of returning it, depending on which event occurs first.

Please return or hand over the product to us immediately, and in any case no later than 14 days from the date on which you informed us of your withdrawal from the agreement. The deadline is met if you return the product to us before 14-day period expires.

You will have to bear the direct costs of returning the product, unless otherwise specified in the Offer.

You are only liable for any reduction in the value of the product resulting from using it in a manner other than what was necessary to establish the nature, characteristics and functioning of the product.

The returned product should be packed in the original packaging with undamaged so-called "clamps", which are an important part of protecting the product against damage and, if possible, using all the safeguards included with the order. If the packaging elements are damaged during transportation or when you open the package, you are obliged to secure the product in another, equivalent way that will protect it during transportation.

If you requested the commencement of the provision of services before the deadline for withdrawal from the agreement expires, you will pay us an amount proportional to the scope of services provided up to the moment when you informed us about withdrawal from this agreement.