AYTM

Return note & Information on exercising the Right of Withdrawal

RIGHT OF WITHDRAWAL

You have 14 days right of withdrawal starting from the day you receive the item(s). If the deadline expires on a public holiday, Saturday, Sunday, Christmas Eve or New Year's Day the deadline expires the following working day. It is not possible to cancel a purchase by refusing delivery.

Partial withdrawal

The right of withdrawal only applies if the entire purchase is returned. However, we offer the possibility to return your purchase partially, if you wish to keep an item and return the other item(s).

The procedure and terms are the same as when cancelling the entire order – however, with partial withdrawal the freight charges will not be reimbursed.

How to exercise the right of withdrawal

(If you wish to cancel your order, please fill out below form and sent it to us)

To e-mail: shop@aytm.dk

I/we give notice that I/we want to exercise the right of withdrawal in my/our purchase agreement concerning following goods/services:

Article no.	QTY	Return code(s)	Return Codes (Reason for Return)
			1. I regret my purchase 2. The goods were faulty on receipt 3. Product does not correspond to description 4. Goods were damaged during transport 5. I have received the wrong item 6. Other (please note below):

Order no.: _____

Order date: _____ Received date: _____

Consumer's name: _____

Consumer's address: _____

Consumer's signature: _____

(only if the content of the form is given on paper)

Date: _____

If you have any questions about the above procedure, please contact us at ***shop@aytm.dk*** *or phone* ***+45 31 19 62 61***

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Information about Returns

RETURNS

If you cancel your order, you must send the package to:

AYTM
C/O Rhenus Logistics
Egeskovvej 24, Gate 626
8700 Horsens
Denmark

Att.: Simonas
Tel.: +45 24 41 83 87
E-mail: granliving@rhenus.com

at the latest 14 days after you have notified us of your return. The deadline time is kept if you return the items before 14 days of expiry. You are responsible for the return of your items being delivered to our warehouse. We recommend using Track & Trace, so that you can always follow your package.

You carry the risk of the item from the time of receipt. Upon return, you are responsible for the item being packed properly and that the item is returned in the same condition as upon receipt. The item must be returned in its original packaging.

You are entitled to open and check the item(s), but if the packaging is missing or damaged, it is considered an impairment, which may result in us deducting an amount from the purchase price, corresponding to the impairment, when reimbursing.

Please note that returns can only be made for purchases from www.aytmdesign.com

Return costs

Postage as well as other expenses related to your return (such as secure packaging) must be paid by you, the customer.

Items such as e.g., furniture, that requires pallet shipping or special transportation cannot be returned by regular mail. On the product page of each item, it will be indicated whether the item is delivered by pallet or not. If you need to return an item that requires pallet shipping or special transportation, we recommend that you contact a carrier for specific costs and assistance in returning the item(s) to our warehouse.

Your return order must be delivered 'door to door' to our warehouse. Returns delivered to parcel shops cannot be processed and will be returned to sender. If return packages end up at the post office, they will not be picked up and will therefore be returned to sender.

Refund

If you exercise the right of withdrawal on your entire purchase, we reimburse the full purchase price including standard delivery charges, if any. However, this does not apply if you want to return only part of your order, we do not reimburse delivery charges and/or if you have chosen a more expensive form of shipping method than our standard delivery method, we will not reimburse the extra costs associated with the more expensive form of delivery.

The amount is refunded to the payment card that was used at the time of the purchase. We reimburse the purchase price without undue delay and, in any case, no later than 14 days from receiving your notice. However, we have the right to withhold the purchase amount until we have received the item(s), or until you have submitted documentation that the item has been sent back or delivered to us.

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