

RIGHT OF WITHDRAWAL

Right of withdrawal

Pursuant to **Articles 52-59 of the Consumer Code (Legislative Decree 206/2005)**, the consumer has the **right to withdraw from the purchase contract** without specifying the reason and without penalty, **within 14 (fourteen) days of receiving the goods** or of entering into the contract for digital services.

Time limits for exercising the right of withdrawal

- For **tangible goods**: the 14-day period begins from the day on which the consumer, or a third party designated by the consumer other than the carrier, acquires physical possession of the goods.
- For **digital services or content not supplied on a tangible medium**: the period begins from the day the contract is entered into.

How to exercise the right of withdrawal

To exercise the right of withdrawal, the consumer must send a **written communication** within 14 days, by email to: **materika@novapubblicita.com**

The communication must clearly indicate:

- the customer's name and surname;
- Order number and date;
- Declaration of intent to withdraw from the contract pursuant to the Consumer Code.

The date the email was sent will be used for the purposes of compliance with the deadline.

Return of Goods

After exercising the right of withdrawal, the customer has an **additional 14 days** to return the goods, at their own expense, unless otherwise indicated on the sales page, **provided that the products are returned intact, unused** beyond what is necessary to verify their functionality, and in the same condition in which they were received.

Refund

Within **14 days of receiving the notice of withdrawal**, we will refund the consumer all amounts paid, including standard delivery costs (if applicable), **using the same payment method used for the purchase**, unless otherwise agreed. The refund amount may be reduced only if the returned goods have been damaged by the consumer beyond what is necessary to verify their nature, characteristics, and functionality.

Exclusions from the right of withdrawal

The right of withdrawal does not apply to certain categories of goods and services, including (but not limited to):

- goods made to measure or personalized;
- goods liable to deteriorate rapidly;
- products sealed for hygiene or health protection reasons that are opened after delivery;
- digital content not supplied on a tangible medium, the performance of which began with the consumer's express consent.

Additional information

Failure to provide information about the right of withdrawal, or incomplete information, allows the consumer to exercise this right **within 12 months of the 14-day** deadline provided by law.