

# Instructions regarding Cancellation

## Right of cancellation

You have the right to cancel the Subscription, without stating the reasons therefore, within 14 days of the day on which you or a third party designated by you acquires physical possession of the first Box.

To exercise this right, you are required to inform us (Betterly S.r.l., Via Giovanni da Verrazano, 15, 28100 Novara (Italy), phone: 0800 0148593, email address: [customer.uk@betterly.com](mailto:customer.uk@betterly.com)), of your decision to cancel the Subscription by means of an explicit declaration (for example, letter sent by post or email), to be sent within the said deadline. You may use the form here available for this purpose, but it is not mandatory.

## Effects of cancellation

If you cancel the Subscription, you will be refunded any payment made to us without undue delay and in any case no later than 14 days from the day we are informed of your decision to cancel the Subscription.

This refund shall be made using the same means of payment used for the initial transaction, unless expressly agreed otherwise; in any event, you shall not incur any costs as a result of said refund.

The refund may be withheld until the goods are received or you have demonstrated that you have reshipped the item, whichever occurs first.

You are requested to return the goods or deliver them to us without undue delay and in any case within 14 days of your cancellation of the Subscription.

You will be liable for the direct costs of returning the goods.

You are only responsible for a decrease in the value of the goods as a result of handling them in excess of what is necessary to establish the nature, characteristics and functioning of the goods.

# Cancellation Form

Please email this form to [customer.uk@betterly.com](mailto:customer.uk@betterly.com)

Title \_\_\_\_\_ of \_\_\_\_\_ the \_\_\_\_\_ Series:

I hereby give notice that I cancel my Subscription of the following items:

Ordered on (or received on): \_\_/\_\_/\_\_\_\_

Order number: \_\_\_\_\_

My name: \_\_\_\_\_

My address: \_\_\_\_\_

Post code: \_\_\_\_\_

Date: \_\_/\_\_/\_\_\_\_