

“TEZENIS” RETURN CARD CONDITIONS OF USE

About the RETURN CARD

The RETURN CARD is a nominative card issued through the website www.TEZENIS.com (the **Website**) or issued at the request of the Customer by the " TEZENIS " points of sale present in BELGIUM in the following cases:

- when the Customer exercises the right of withdrawal by returning a product purchased online on the Site (Article 7 of the General Conditions of Online Sales published on the Website);
- when the Customer exercises the conventional right of withdrawal by returning a product purchased in one of the " TEZENIS " stores (Article 6 of the General Conditions of Sale for in-store purchases published on the Website and present in the stores).

The RETURN CARD received can be used both on the Website and in the " TEZENIS " stores (excluding outlets and shops) present in BELGIUM for future purchases.

The RETURN CARD is only a payment method and is not intended in any way as a financial instrument.

Validity period

The RETURN CARD can be used within 3 years of the date of issue indicated:

- on the documentation delivered to the Customer when the RETURN CARD is issued in the store
- or
- on the email confirmation for the issue of the RETURN CARD requested on the website.

The aforementioned applies unless the credit is depleted before this time limit.

It is possible to check the precise expiration date of the card both on the Website and in one of the participating " TEZENIS " stores present in BELGIUM at any time.

Characteristics

The RETURN CARD will be issued for an amount corresponding to that owed to the Customer following confirmation of the return of the product, up to the maximum amount provided for by the legislation in force in BELGIUM for the circulation of cash.

No cost is incurred when it is issued, activated, or commissioned for use.

It is not rechargeable.

If issued in a store, the RETURN CARD will be physically delivered to the Customer.

If issued online on the website, the RETURN CARD will be in digital format, consisting of a code that will be communicated to the Customer in the RETURN CARD confirmation email.

The RETURN CARD received can be used in multiple transactions both on the Website and within the "TEZENIS" stores (excluding outlets and outlets) present in BELGIUM until its value has been depleted. The value of each purchase made will be deducted from the residual amount of the RETURN CARD. It is possible to request a summary of the RETURN CARD balance and all transactions that have been made with the card on the Website in the RETURN CARD section or at one of the participating TEZENIS stores present in BELGIUM at any time.

If the value of the RETURN CARD is not used by its expiry date, the Customer will not be entitled to change or refunds of any kind.

The RETURN CARD cannot be converted into money and the balance cannot be returned to the Customer in any form.

The RETURN CARD is valid in BELGIUM.

The RETURN CARD cannot be used to purchase the E-GIFT CARD or GIFT CARD or to have another RETURN CARD issued.

If the value of the RETURN CARD is insufficient to make the desired purchase, the missing amount must be paid by the Customer using the payment methods accepted on the Website or in the TEZENIS stores.

The amount associated with the RETURN CARD does not accrue interest.

RETURN CARDS that have been tampered with, altered or that contain wordings that differ from those initially present, will not be accepted.

Loss or theft

The RETURN CARD is nominative and can only be used by the person whose name is indicated on it. The card holder is solely responsible for its use and custody. In case of theft, loss or damage, the Card cannot be blocked, replaced or refunded.

The Seller cannot be held responsible for any improper or fraudulent use of the RETURN CARD by third parties.

Conditions of use

The issue and use of a RETURN CARD implies acceptance of these conditions of use, available on the Website and at the "TEZENIS" points of sale and is valid until explicitly modified or replaced.

Correct use of the RETURN CARD

The Seller reserves the right to verify the correct use of the RETURN CARD and take action in the event of violations.

RETURN CARDS obtained by any fraudulent or illegal means will be considered null and void.

Treatment of personal data

The processing of personal data will be in accordance with the provisions of current legislation. For more details, the Customer can consult the **privacy policy**.

Communications

Any communication and/or complaint relating to the use of the RETURN CARD can be sent by e-mail to the address hello@tezenis.it.