

Legal guarantee claim form

You are reminded that:

- You have a period of 2 years from the delivery of your ORDER to notify us of any lack of conformity and return your ORDER to us for refund or exchange (except in the event of non-compliance with the ORDER which can only give rise to a refund).
- You have a period of 2 years from the discovery of a hidden defect (in the sense set out in our GTC) to return the defective product to us for refund.

The refund will be made within 14 days of receipt of your returned products.

Conditions :

- This return policy is applicable only to products purchased on the ozalys.com website.
- The return shipping costs are covered by Laboratoire Ozalys under the guarantee (non-conformity or hidden defect) in case of acceptance of the latter.
- If the amount of your original order has allowed you to obtain an advantage (free shipping, gifts, etc.), the refund of returned products will be possible subject to the return of the advantages.
- If the total amount of the returned items causes the amount of the initial order to fall below the threshold that gave access to free shipping, then the said shipping costs will be deducted from the amount of your refund.

Details about your order

Find all the information concerning your order on the delivery note provided in your order.

Return address :

Please return your items to the address indicated below.

Your order number:..... Date of order: Date of receipt of order: Your Last Name, First Name:..... Your address: Signature:..... Date:			LABORATOIRE OZALYS Production Site 1 Robert Dumont Street ZA des Pâtis 27400 ACQUIGNY Telephone: +33 (0) 2 32 09 42 42 44 Mail: contact@laboratoireozalys.com
<u>Details of returned Products:</u> <i>Please indicate the reference and name of the returned product(s), as indicated in your Delivery Note.</i>			
Reference	Product Name	Price	Reason for return and details (please tick the box corresponding to the reason for the return)
.....	<input type="checkbox"/> The product(s) is (are) defective / damaged <input type="checkbox"/> The product (s) has a hidden defect Description of the non-conformity or hidden defect under legal guarantee

For more information about our return policy, you can visit ozalys.com and consult our General Terms and Conditions of Sale