

## RETURN MERCHANDISE AUTHORIZATION REQUEST

DOCUMENT TO BE COMPLETED FOR THE AUTHORISATION OF THE RETURN OF PRODUCTS

With reference to your petition for returning our goods, please take note of the following, regarding Luz Negra corresponding terms and conditions. Please return the attached form duly filled in and stamped and signed, so we can consider your claim.

Always subject to prior written authorization from Luz Negra, S.L. or Luz Negra Centro, LNC, S.L.

1. Any return must be expressly authorised by LUZ NEGRA. Any material in perfect condition returned for any reason whatsoever shall be subject to a 20% depreciation charge, with a minimum charge of €15. The return must be sent carriage paid within 30 calendar days following the purchase of the product, and the product must be in perfect condition and retain its original packaging. Returns of manipulated products, custom-made products, or products specially ordered for the customer will not be accepted. Prior written notification is essential.
2. Any goods that fail within the warranty period will be repaired (if possible) and returned with transport costs paid by Luz Negra (mainland Spain territory only), or otherwise credited. Luz Negra shall not accept any charge exceeding the invoiced price of the product and shall in no event be liable for any additional or consequential costs arising from or related to such failure.
3. If the return is due to an alleged product defect, Luz Negra will arrange collection of the goods using its own carrier and will bear the transport costs (mainland national territory only). If the customer sends the return using their own carrier, Luz Negra will not cover such costs. If it is subsequently determined that the product failure was caused by improper use or that no defect exists, the transport costs will be charged to the customer, together with a €15 handling fee. If the product is found to function correctly or reimbursement is not applicable due to misuse, the customer shall have 15 days to collect the product at their own expense; otherwise, the product will be destroyed and no claim may subsequently be made by the customer.
4. Luz Negra does not provide replacements; the customer must place a new order for the credited goods should they require them again.
5. Once the credit for the returned goods has been approved, Luz Negra will deduct the amount of such credit from the next outstanding payment due. A cheque will be issued if there are no outstanding payments pending.
6. Once the return has been authorized, we will send you a document which must be attached to the external packaging of the returned parcel. This document must be CLEARLY VISIBLE; otherwise, the goods will not be accepted at our facilities.
7. **Sending a return to Luz Negra implies tacit acceptance of all the terms described herein.**

PLEASE COMPLETE THE FOLLOWING SHEET AND RETURN BOTH WITH THE SIGNATURE/STAMPED

