

## **CONSUMER RIGHTS**

### **Out-of-court mechanisms**

In event of a dispute, you are entitled, in accordance with Regulation (EC) N°524/2013, to pursue an out-of-court settlement via the EU on-line dispute resolution platform accessible at <http://ec.europa.eu/consumers/odr>.

You may also contact the Belgian ombudsman service for consumers, North Gate II, Boulevard du Roi Albert II, 8 1000 Brussels (tel. 02 702 52 00 / Fax 02 808 71 29 - e-mail: [contact@consumerombudsman.be](mailto:contact@consumerombudsman.be))

### **Legal right of withdrawal**

You have the right to withdraw from the Contract (except for Customized items, music CDs/DVDs without their original wrapping and sealed goods which are not suitable for return due to hygiene reasons or health protection and where unsealed after delivery for which the right of withdrawal is excluded), within 14 days, without giving any reason.

You may use the model withdrawal form, but it is not obligatory.

In addition to the above 14 days said, we grant you a period of 30 days from the date of the Shipment Confirmation to return the products (except for those products above mentioned).

Return of Gift Cards is governed by the Terms and Conditions of the Gift Card.

### **Model withdrawal form**

(Complete and return this form only if you wish to withdraw from the contract)

To BERSHKA, at the address Pol. industrial INDITEX, Camino de Tordera a Palafoles S/N. Km. 0.6 08490 Tordera Barcelona, (Spain) (e-mail: [contact@Bershka.com](mailto:contact@Bershka.com))

I hereby give notice that I withdraw from my contract of sale of the following goods:

Ordered on/received on (\*)

Name of consumer

Address of consumer

Signature of consumer (only if this form is notified on paper)

Date

(\*) Delete as appropriate