



ORDER CANCELLATION FORM

If the product ordered on www.roof.fr is not suitable or does not meet your expectations, you have the option of returning it to us for refund.

If you are not satisfied with the product that was delivered, the right of withdrawal can be exercised online within 14 days from the date of reception of the order. You have 14 days from the date of sending your declaration of withdrawal in which to return the items in perfect condition. All items must be returned to us new, clean, unused, functional, and complete (film, plastic bag, leaflets, labels) in their original packaging, along with any accessories supplied. Any product returned incomplete or damaged will be routinely rejected by our departments. Return costs are your responsibility.

ROOF International undertakes to reimburse purchasers for the returned products once the return has been checked and confirmed by our departments. Any return accepted by ROOF International will result, after verification of the returned products, in a refund. However, in case of withdrawal on part of the order, shipping costs will not be reimbursed.

• **RETURN IN 3 STEPS:**

1. Fill in this order cancellation form below:
 - Send the scanned form by email to the address: web@roof.fr
 - Print the form and attach it to the package of the product being returned
2. Replace the item, including supplied accessories, in perfect condition in its original packaging and put it in a cardboard box. Attach the completed order cancellation form and a photocopy of the proof of purchase to the package.
3. Send the package to the following address (return costs borne by the customer):

ROOF INTERNATIONAL
2463, route de la Fènerie
06580 – PEGOMAS
FRANCE

• **ORDER CANCELLATION FORM** (please complete in capital letters):

I (NAME FIRST NAME) _____

I hereby notify you of my withdrawal from the contract relating to the sale of the products below:

PRODUCT DESCRIPTION	PRODUCT REFERENCE	REASON FOR RETURN (optional: this information can help us improve our offer and improve your satisfaction)

ORDER REFERENCE: _____
(available on your invoice or delivery slip)

DATE OF ORDER: __/__/____ DATE OF RECEPTION: __/__/____

POSTAL ADDRESS: _____

POST CODE: _____ CITY: _____

PHONE: _____ EMAIL: _____
(used for your order)

Date __/__/____ Signature _____