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|   |  APPROVED:  BY THE ORDER OF THE GENERAL MANAGER of 29/10/2024 No. V 48 Annex 1 |

PRODUCT REFUSAL FORM No. \_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If you wish to refuse an order or part of the goods purchased at the Trakai Tourism Information Centre (hereinafter referred to as the Centre), at Karaimų st. 41, Trakai, please fill in the following form *(the FORM should be filled in with capital letters and clear numbers)*:

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| **Buyer:** **Name** |  |
|  **Surname**  |  |
| **Country** |  |
| **The required supporting documents attached to this application:** * **Cashier's receipt (specify date and number)**

Or:\*\* Invoice (specify date and number)  \*\* Bank statement (specify date and number) |  |
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|  |
| Telephone number of the buyer, including country code |  |
| E-mail  |  |
| **Buyer's bank account** |  |
| Bank name |  |
| IBAN (if the bank account is registered outside Lithuania) |  |
| SWIFT (if the bank account is registered outside Lithuania) |  |

I would like to cancel the contract I have entered into for the purchase of this product *(to be completed in capital letters)*:

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| --- | --- | --- | --- | --- |
| **Product** **barcode** | **Product name** (as on the packaging) | **Quantity****Pcs.** | **Product sale** **Price, EUR**  | **Product manufacturer** |
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|  |  |  |  |  |
| Buyer's signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **RIGHT OF WITHDRAWAL**The user shall have the right to unilaterally withdraw from the contract within 14 (fourteen) calendar days and return the goods purchased at the Trakai Tourism Information Centre (hereinafter referred to as the Centre). The period for exercising the right of withdrawal shall start from the date on which the consumer or a third party (the recipient of the goods) receives the goods.1. To exercise your right of withdrawal, please fill in the following form and submit the signed form to a member of the Centre's staff together with the returned product.**2. The Centre shall refund the amount paid for the goods within 14 (fourteen) calendar days of** receipt of the form completed and signed by the buyer**.**3. **Refunds shall be made by bank transfer only.** 4. The cost of returning the goods shall be non-refundable and shall be fully borne by the consumer.5. The product must be returned in its original packaging.6. If you have any questions, please contact the Centre by e-mail trakaitic@trakai.lt or by telephone +370 528 51934 during the Centre's business hours.**LIST OF GOODS THAT CANNOT BE RETURNED****Goods cannot be returned under the above-mentioned conditions:*** If the sealed or vacuum packaging of the product is damaged or opened;
* If any of the original labels have been removed and the characteristics of the product make it impossible to determine whether they have been used (for customer protection and/or hygiene reasons);
* Cosmetics, perfumery;
* Stationery: markers, inks, pens and other similar items;
* Tights, socks;
* Toys, games.
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