

RETURN OF PURCHASE FORM

Use this document if, within 14 working days from receiving the order, you wish to return it..

NAME AND SURNAME: _____

ID NUMBER: _____

ORDER NUMBER: _____

PRODUCT(S) TO BE RETURNED: _____

- Product Name:
- Quantity:

REASON FOR RETURN: (Select an option)

- ☐ Damaged or defective product
- ☐ Incorrect product
- ☐ Does not meet my expectations
- ☐ Other (specify):

PRODUCT CONDITION:

- Has the product been used? (Select an option)
 - ☐ Yes
 - ☐ No
- Is the product in its original packaging? (Select an option)
 - ☐ Yes
 - ☐ No

REFUND/RETURN OPTIONS:

How would you prefer to proceed? (Select an option)

- ☐ Refund to the original payment method
- ☐ Exchange for another product
- ☐ Store credit

RETURN INSTRUCTIONS:

Once this document is completed, you must send it to the customer service department by email at hola@moonap.com or by phone – once received, we will provide instructions on how to proceed.

Withdrawal Conditions:

1. The product must be returned in its original packaging.
2. Products made to the consumer's specifications or clearly personalized will not be returned.
3. The refund will occur no later than within 14 calendar days from the date we are informed of your decision to withdraw from this contract. We will process the refund using the same payment method used for the initial transaction unless you have expressly stated otherwise. We will refund all payments received from you, including delivery costs (except for additional costs resulting from your choice of a different delivery method than the least expensive standard delivery option we offer).

If you have any questions about the return process, you can contact us at hola@moonap.com.

Date:

Signature: