

PROVITURA

SATISFACTION GUARANTEE

To be completed and returned if you wish to make use of your 30-day right of withdrawal, which applies 30 days from receipt of the product. Please note that you must:

1. Have followed the instructions for the product
2. Have used the product correctly for a minimum of two weeks
3. Have realistic expectations of the product
4. Demonstrate that reasonable expectations have not been met

Order number: _____

The following item(s): _____

Ordered on: _____

Received on: _____

Consumer's name: _____

Consumer's address: _____

E-mail: _____

Consumer's height in cm: _____

Consumer's weight in kg: _____

Bank (including address): _____

Reg. no. & account no.: _____

IBAN: _____

SWIFT / BIC: _____

Which issues/challenges/circumstances did you expect the product to address:

What are/were your expectations for the product: _____

On a scale of 1-5, how noticeable has the product been (1 means not at all and 5 very noticeable, mark with a cross)

1	2	3	4	5

Which noticeable effect did you expect from the product (1 means not at all and 5 very noticeable, mark with a cross)

1	2	3	4	5

If we believe that another product is more suitable for you, would you like to receive it instead of a refund (mark with a cross)

Yes	No

Note for the case, please write it here: _____

Terms:

1. The guarantee is only valid for first-time customers.
2. You must send this form within 30 days of receiving the product to hello@provitura.com.
3. The guarantee only applies to private customers.
4. If we accept the guarantee case, we will send you a return label at our expense. If you return the product without an approved case, the return shipping cost will be at your expense.
5. You may only use the guarantee once.
6. The satisfaction guarantee is a service provided by Provitura and is only valid if we determine that it meets our requirements.

IMPORTANT:

Do not return your item(s) before your case has been fully processed and approved.
Return address is: Norrlog GmbH Attn: Provitura Gewerbering 5 24848 Kropp Germany