

**RETURN FORM - EXERCISE OF RIGHT TO ORDER CANCELLATION**  
**(hereafter, "Form")**

Dear Customer,

It is important to us at Golden Goose that you are always satisfied.

If you have something to return, please complete the Form below and send it to our Customer Care Service, at the email address [customercare@goldengoosedeluxebrand.com](mailto:customercare@goldengoosedeluxebrand.com) **within 14 days of delivery**, as specified in art. 12.1 of the General Conditions of Sale.\*

**PRODUCT RETURN INSTRUCTIONS**

1. **Complete the Form below and send it to our Customer Care Service** at the email address: [customercare@goldengoosedeluxebrand.com](mailto:customercare@goldengoosedeluxebrand.com). You will receive prompt confirmation of receipt of the Form along with the **return label** required to ensure that the products are returned successfully.
2. To return the products, you may choose to use our preferred courier service, DHL Express, and book product pick-up by contacting the on-line service **mydhl.express.dhl**. In this case, you will not need to pay for the shipping costs to return the products yourself, as they will be charged to you and deducted from the refund for your order, according to the methods described in art. 12.4 of the General Conditions of Sale. If you prefer to use a different courier, you will need to directly cover the expenses and risks linked to the shipment. Please specify in the relative section below whether you intend to use our preferred courier service by ticking the appropriate box.
3. Print the completed Form and place it in the original product box if possible. Affix the return label received from the Customer Care Service on the outside and **give the products you intend to return to the courier** in the opportunely sealed box **within 14 days of the date on which the Form was sent to the Customer Care Service**. For returns from outside the EEC, please also include the pro-forma return invoice (provided) in the box. In the case of a partial return, please request the issue of an ad hoc invoice from the Customer Care Service.
4. The product should be sent to:  
*Golden Goose c/o Snatt Logistica S.p.A., Via Ligabue 6/A e 6/B, 42040 Campegine (RE), Italy.*

QUANTITY	PRODUCT CODE	SIZE	REASON CODE (optional)	RETURN REASON (Code) - optional
				<ol style="list-style-type: none"> <li>1. It looks different than the images on the website</li> <li>2. I ordered more than one size</li> <li>3. It arrived too late</li> <li>4. Wrong size</li> <li>5. It doesn't fit well</li> <li>6. It isn't my style</li> <li>7. The product arrived damaged</li> </ol>

				8. Other (specify reason):
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**I WOULD LIKE TO USE THE DHL EXPRESS COURIER SELECTED BY GOLDEN GOOSE**

YES [ ]

NO [ ]

<b>ORDER NUMBER</b>
<b>PRODUCT RECEIPT DATE</b>
<b>NAME AND SURNAME</b>
<b>ADDRESS</b>
<b>BANK DETAILS (for refund in the case of payment by cash on delivery)</b>
<b>IBAN</b>
<b>SWIFT CODE</b>

\* The customer is required to return the products without having worn them – except to try them on to check the size – and not washed, altered or damaged, fully intact and with the original tags still attached. The products need to be returned in their original packaging, protecting the original wrapping from damages, with no writing or labels on it. **If your return does not meet the conditions listed above, the package will be sent back to you at your expense and you will not receive a refund.**

\*\*For any questions, please contact our Customer Care Service +39 0223345331 or write to us via e-mail at [customercare@goldengoosedeluxebrand.com](mailto:customercare@goldengoosedeluxebrand.com)