

Ship to this address:

**SINERGIA VENTURES LTD**

71-75 Shelton Street, WC2H 9JQ  
London, United Kingdom.  
+44 7786 551851  
support@vaanis.com



## Returns form

REFUND OR CHANGE REQUEST

### Return Conditions

- Items can be returned within 30 days of delivery.
- Items should be clean, unused or unworn, in original condition and with tags still attached.
- Items should be carefully packed in order to avoid damage.
- Provide your original receipt or returns note.
- Returns shipped with non-integral packages will not be accepted.

<b>Order Number</b>	
<b>First Name</b>	
<b>Last Name</b>	
<b>Email used in checkout</b>	
<b>Support Ticket Number (*)</b>	
<b>Required Action</b>	<ul style="list-style-type: none"><li><input type="radio"/> SUBSTITUTION</li><li><input type="radio"/> MONETARY REFUND</li><li><input type="radio"/> REFUND WITH DISCOUNT CODE</li></ul>
<b>Comments (**)</b>	

(\*) This number is provided by our customer service team at support@vaanis.com

(\*\*) In the case of REPLACEMENT, specify the new size requested or the desired product.

## Steps to make a return

Log in to your account, Click on 'Orders', select the order and click 'Product Return' and then 'Request product return' to create an RMA number for each of the products you intend to return.

Prepare the product you intend to return, possibly using the original packaging.

Fill in the returns form (previous sheet) and insert it into the package / envelope.

Write the assigned RMA number on the outside of the pack / envelope (in case of multiple substitutions, write only one RMA number)

Send the package/envelope to the following address:  
**71-75 Shelton Street, WC2H 9JQ, London, United Kingdom.**

## Important notes

- You pay the shipping costs for returns.
- We pay shipping charges for sending a new replacement product.
- In the package / envelope along with the product, insert also labels, tags and additional packaging.
- In case of returning several items, you must insert the RMA number of each of the products you intend to return on the returns form (previous sheet)
- You can specify your refund or replacement preferences on the returns form (previous sheet)
- The product will be refunded or a replacement shipped as soon as the product is received.

## Recommendations

- Send the package / envelope using a traceable shipping method, so you can track it down in case of any problems;

## Substitutions

- In order to ensure availability, please specify the desired size / object in the comments field;
- All tags / labels should not be removed from the product and the original plastic bags containing the product should be kept;

## For extra EU returns

- You must write **“Returned Goods – Failed Sale”** outside the package, clearly and clearly visible. The same must be repeated in the customs declarations CN22 and / or CN23. **Failure to affix the aforementioned sentence could lead to the impossibility of receiving the return and its return to the sender;**
- When shipping, do not attach the invoice sent with the original order to the return, but declare the value of the individual returned goods.

## Questions & information

- Email: [support@vaanis.com](mailto:support@vaanis.com)
- Phone: +44 7786 551851