



RETURN POLICY FOR PEINTAGONE PRODUCTS

The purpose of this returns policy is to establish the conditions for the return of goods of the Peintagone brand. Peintagone reserves the right to modify this policy at any time and undertakes to inform its customers of any changes. The most recent version of this policy prevails over any previous version.

This returns policy only applies to undyed and undamaged Peintagone products. Only products in their original packaging will be accepted. Products dyed or made-to-order at the consumer's request do not fall under this returns policy because they come from custom or special orders and cannot be placed back on the market. The same applies to products at the end of the series/batch.

Once the products have been received at the Peintagone premises, located at Rue des Roseurs 18 BE-5300 Andenne, they will be inspected to verify their condition and eligibility for reimbursement.

If they prove to be compliant with a return, Peintagone will proceed to a degressive refund according to the age of the product:

- ◆ **90%** of the amount refunded for a return **between 0-6 months after purchase.**
- ◆ **75%** of the amount refunded for a return **between 7 and 12 months after purchase.**
- ◆ **50%** of the amount refunded for a return **between 13 and 23 months after purchase.**
- ◆ **No** refund for a return of goods whose purchase exceeds **2 years.**

If they prove not to conform to a refund, the relevant products will be returned to the reseller and the latter will bear the shipping costs.

It is important to emphasise that if your order is delivered already damaged, you must have raised a reservation to the carrier, otherwise the delivery will be considered accepted as is and the return of damaged products as well as their refund will not be possible. It is therefore strongly recommended to check the status of the order upon receipt and to mention any reservations in writing on the delivery note to guarantee the refund.

The refund will be automatically limited to the value of the relevant product without shipping costs (if applicable) and will be made via the same means of payment used during the purchase within 30 days after the validation of the return by the Peintagone team.



The refund may also take the form of a credit to be used for future purchases from the company Peintagone.

Terms and conditions for initiating and validating a return:

1. Contact your sales representative – or use the email address info@peintagone.com – mentioning the relevant products (packaging, bases, quantities, etc.) that are to be returned with the reason for the return and attaching a copy of the purchase invoice.
2. Attach photos that illustrate the reason for the return if applicable.
3. After verification, we will provide you with a return number. The terms and shipping costs are the responsibility of the customer unless the error is the responsibility of Peintagone (damaged or unsolicited product).
4. Send the damaged goods in their original packaging to Peintagone's head office: Rue des Roseurs 18, BE-5300 Andenne.

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