



Nshot S.r.l.
C.so Milano, 5
37138 Verona

RIGHT OF WITHDRAWAL – RETURN AND REFUND POLICY

The Store acknowledges the Buyer's right of withdrawal for purchases made online in accordance with current legislation. This right can be exercised by sending a communication by **registered mail or PEC** directly to the Store within **14 days** of receiving the goods.

The communication must contain **the PayPal address** where the customer wishes to receive the credit for the amount paid for the returned goods. In the event that the Buyer has exercised the right of withdrawal, they will proceed, at their own risk and expense, to return the purchased products, if intact and in the conditions in which they were shipped (including packaging) via express courier to the Store's headquarters within 10 days from the exercise of the right or, if later, from the delivery of the already shipped goods; in any case, each Store reserves the right not to accept products that show signs of damage, wear, or other conditions not already defined in the product technical sheet at the time of sale.

The Store undertakes to make the payment within 30 days of receiving the registered letter and the intact goods, **net of the shipping costs incurred** by the Store.

Please note: the right of withdrawal **is reserved for private consumers** and therefore cannot be exercised if the buyer is subject to VAT and the purchase is made for commercial purposes with a VAT number. The products must be returned intact, in normal conditions, in their original packaging and complete with all accessories, user instructions, and everything originally contained in the package.