

## Right of Withdrawal

The user has the right to withdraw from the contract concluded via the [platum.store](#) website ('Site'), without stating reasons, within 14 days.

The withdrawal period expires after 14 days:

- (a) in the case of a contract of sale relating to a single good, from the day on which the user or a third party other than the carrier and appointed by him acquires physical possession of the goods; or
- (b) in the case of a contract of sale relating to multiple goods ordered in a single order and delivered separately, from the day on which the user or a third party other than the carrier and designated by the carrier acquires physical possession of the last good; or
- (c) in the case of a contract of sale relating to the delivery of goods consisting of multiple lots or pieces, from the day on which the user or a third party other than the carrier and designated by him acquires physical possession of the last lot or piece.

To exercise your right of withdrawal, you must inform **Platum S.p.A. (Servizio Recessi Via Bargellino, n. 10 c/d, Calderara di Reno (BO) 40012 [recesso@platum.com](mailto:recesso@platum.com))** of your decision to withdraw from the contract by means of an explicit declaration (e.g. letter sent by post or e-mail). For this purpose, the user may use the Type of Withdrawal Form available at the bottom of the page, but it is not compulsory.

In order to comply with the withdrawal period, it is sufficient for the user to send the communication concerning the exercise of the right of withdrawal before the withdrawal period expires.

## Effects of withdrawal

In the event of withdrawal, the user will be reimbursed all payments made in favour of Platum S.p.A. in relation to the product subject to withdrawal, including delivery costs, if any, in the case of single orders and excluded in the case of partial withdrawal from multiple orders (since such costs are attributable to the delivery of the products for which the withdrawal has not been exercised and since their amount does not depend either on the number of products ordered or on their weight, being calculated in a fixed amount), without undue delay and, in any case, no later than 14 calendar days from the day on which MT Distribution is informed of the decision to withdraw. On the other hand, the delivery costs will be refunded if the withdrawal concerns all the products of the multiple order. All refunds will be made using the same means of payment used by the user for the initial transaction, unless otherwise agreed. In any case, the user shall not incur any costs as a consequence of the refund.

The refund may be suspended until receipt of the goods or until the user proves that he/she has returned the goods, whichever is earlier.

The user is requested to send back the goods, adequately protected and packaged, to **Platum S.p.A. (Servizio Recessi Via Bargellino, n. 10 c/d, Calderara di Reno (BO) 40012)**, using a carrier of his choice and at his own expense, without undue delay and in any case within 14 days from the day Platum S.p.A. received the product in its warehouse. The deadline is met if the user returns the goods before the expiry of the fourteen-day period. The direct costs of returning the goods are the responsibility of the user, as well as the responsibility for transporting the goods. In any case, the user is only liable for the diminished value of the goods resulting from handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

The user is reminded that the product must be stored, handled and inspected with normal diligence and returned intact, complete in all its parts, fully functional, accompanied by all accessories and illustrative sheets, with the identification tags, labels and disposable seal, where present, still attached to the product and intact and not tampered with, as well as perfectly suitable for its intended use and free of signs of wear or dirt. In this respect, please note that: a) in order to establish the nature, characteristics and functioning of the products, the user may only handle and inspect them in the same manner as he would be allowed to do free of charge in a physical shop; b) checks will be carried out to verify that the product for which the withdrawal has been exercised has not been subjected to any handling other than that necessary to establish the nature, characteristics and functioning of the product (e.g. (e.g.: the presence of wear and tear in the wheels of e-bikes and e-scooters will be checked; the number of kilometres possibly travelled by the vehicle will be checked, etc.)). Moreover, withdrawal applies to the product in its entirety. It cannot therefore be exercised in relation to parts and/or accessories of the product. In the event that the product's packaging or packing contains the product's serial code and/or other product identification codes, such as, for example, for e-bikes and e-scooters, the packaging or packing constitutes part of the product and, consequently, the product must be returned in its original packaging or packing, suitably protected, in any case, with suitable filling materials to avoid damage during transport. The Product Page may indicate whether the original packaging or wrapping is to be considered part of the product, for the purposes of exercising the right of withdrawal.

Finally, please note that the right of withdrawal is excluded in the cases provided for in Article 59 of Legislative Decree No. 206/2005 - Consumer Code.

[Download Withdrawal Form >](#)