



RETURNS FORM

This form is necessary if you wish to return a product you purchased from the Lili Drogerie online store

<https://lilidrogerie.gr/>

First Name & Last Name	
Full Address	
Phone Number	
Email	

Order Number	Product Barcode	Product Title	Pieces	Reason of Return*	Replace with**

*As a Reason for Return you can choose: 1) Purchase Withdrawal, 2) Wrong Product, 3) Faulty Product. In any case, you must first contact us at +30 2108239806 or at eshop@lilidrogerie.gr.

** In this field you can mention the code/barcode of the product that you would like us to send you after the original product is returned and inspected.

- **Return costs are borne by the customer.**
- **The return is made with a transport company of the customer's choice.**
- **Any refund will be made to the Card, if the initial payment was made by Card or by Bank Deposit if the initial payment was made by Deposit or Cash on Delivery.**

Initial Payment: Card Pay on delivery Deposit

In case of payment by Cash on Delivery or Deposit, please fill in the following details:

IBAN	
Beneficiary's Name	
Bank	

Returned products should be sent to the following address:

Lili Drogerie Warehouse – For Eshop | 2 Livathous & Kypselis, Kypseli-Athens, PC 11362

Necessary Conditions For Returns:

1. If for some reason you wish to return the product you have just received, then you can return it within 14 calendar days from the day it arrived in your hands.
2. The returned parcel must include the Receipt/Invoice and the Return Form printed and completed.
If you are a registered customer, you will need to submit the return request online. If not, you must first contact us by phone at +30 2108239806 (Monday to Friday, 9:00-16:00) or at eshop@lilidrogerie.gr
3. The returned product must be in excellent condition, free from any damage or signs of use, and maintained as delivered, subject to the following conditions:
 - The product must be returned in full, together with its original packaging and all accompanying items provided upon delivery (such as labels, instructions for use, warranty documents, etc).
 - The original packaging must be intact and clean, without tears or alterations.
 - If the order included promotional gifts or samples, these must also be returned together with the product. Failure to do so, may result in a corresponding reduction of the refund amount or rejection of the return request. In any case, the Buyer is responsible for any reduction in the value of the goods caused by handling beyond what is necessary to check their nature, characteristics, and proper functioning.

Excluded From The Right Of Withdrawal – For Hygiene & Safety Reasons:

- Products that come into direct contact with the skin during use, that don't have external protective packaging or safety seal (such as cosmetics, makeup, personal care products or hygiene tools, underwear, etc.).
- Products that come into direct contact with the skin during use, whose external protective packaging or safety seal has been removed or damaged after delivery (such as cosmetics, makeup, personal care products or hygiene tools, underwear, etc.).
- Products that are liable to deteriorate or expire rapidly, such as dietary supplements, food products, baby food, or products with a limited shelf life.