

Returns and Cancellation Form

Pica Pica Returns and Cancellation Form

How to use this form

Complete the relevant sections and email the form to info@picapicaaccessories.com or include it inside your return parcel.

Returns address

Pica Pica Accessories
Watergrange
Redhills
Kildare
Co. Kildare
R51 E729
Ireland

To exercise a statutory right to cancel, you must notify us before the applicable cancellation period expires. Keep proof of posting. Completing this form does not affect your statutory rights.

1. Customer details

Full name	
Address	
Email address	
Telephone number	

2. Order details

Order number	
Order date	
Date received	
Date Pica Pica was notified of return/cancellation	

3. Items being returned

Product name / code / variation	Quantity and price paid

4. Reason for return — tick one

- ☐ Change of mind
 ☐ Faulty
 ☐ Damaged on arrival
☐ Incorrect item
 ☐ Not as described
 ☐ Other

Details, including the fault or damage where applicable:

5. Requested outcome

Subject to the returns policy and applicable consumer law

- ☐ Refund
 ☐ Replacement
 ☐ Repair
☐ Price reduction
 ☐ Other:

6. Earrings and hygiene-sealed goods

For a change-of-mind return, earrings cannot be returned or exchanged once the hygiene seal or protective packaging has been opened or removed. This restriction does

not affect statutory rights for faulty, damaged, incorrect or misdescribed goods.

If returning earrings for a change of mind, confirm:

☐ **The hygiene seal or protective packaging is unopened and intact.**

7. Customer declaration

I confirm that the information in this form is accurate. For a change-of-mind cancellation, I give notice that I cancel the contract for the goods identified above. I understand that I am responsible for the direct cost of returning change-of-mind goods and that this return cost is not reimbursed, unless Pica Pica has expressly agreed otherwise or applicable law requires otherwise.

Customer signature

(only required for a paper form)

Date

For Pica Pica use only

Date received: _____ **Return reference:** _____

Condition checked by: _____ **Outcome:** _____

Refund / remedy processed on: _____