

Information form on the right of free resolution

The consumer has the right to free resolution of this contract within 14 calendar days, without the need to indicate any reason. The term for exercising the right of free resolution expires 14 days from the day following the day he acquires or a third party appointed by him, other than the carrier, acquires the physical possession of the goods.

In order to exercise your right of free resolution, you must communicate to us by email. You can use the template resolution form, but this is not required.

In order for the period of free resolution to be respected, it is sufficient that its communication concerning the exercise of the right of free resolution be sent before the expiry of the period for termination.

In the event of termination of this agreement, all payments made, including delivery costs (with the exception of additional costs resulting from your choice of a mode of shipment other than the least expensive modality of normal shipment offered by us) will be refunded, without undue delay, in any event not later than 14 days from the date on which we are informed of your decision to terminate this contract. We make these refunds using the same method of payment you used in the initial transaction, unless otherwise agreed by you; in any case, does not incur any costs as a consequence of such compensation.

We may withhold the refund until we have received the returned goods, or until you provide proof of delivery of the goods, whichever occurs first. You must return the goods without unjustified delay and no later than 14 days from the day you inform us of the free termination of the contract. It is considered that the deadline is respected if you return the goods before the expiration of the 14 days. You must bear the direct costs of returning the goods.

Free resolution form

(you should only complete and submit this form if you want to return the product)

— To Loja Glamourosa (Avenida D. Afonso Henriques, 1196, Room 1010, 4450-012 Matosinhos, Portugal):

— I hereby inform you that I have resolved my contract of sale for the following goods:

— Received in:

— Consumer name:

— Consumer address: