



ORDER CANCELLATION FORM

If the product ordered on www.roof.fr is not suitable or does not meet your expectations, you have the option of returning it to us for exchange or refund.

If you are not satisfied with the product that was delivered, you have 14 days from receipt in which to return the items in perfect condition. All items must be returned to us new, clean, unused, functional, and complete (film, plastic bag, leaflets, labels) in their original packaging, along with any accessories supplied. Any product returned incomplete or damaged will be routinely rejected by our departments.

ROOF International undertakes to reimburse purchasers for the returned products once the return has been checked and confirmed by our departments. Any return accepted by ROOF International will result, after verification of the returned products and at the purchaser's choice, in either a refund or an exchange of product. If a product is exchanged, the shipping costs of the new product chosen by the purchaser will be borne by ROOF International. The difference in the price of the products will either be refunded to the purchaser if the price of the new product chosen is lower than the original order, or it must be paid by the purchaser if the price of the new product is higher than the original order.

● **RETURN IN 3 STEPS:**

1. Fill in this order cancellation form below:
 - Send the scanned form by email to the address: web@roof.fr
 - Print the form and attach it to the package of the product being returned
2. Replace the item, including supplied accessories, in perfect condition in its original packaging and put it in a cardboard box. Attach the completed order cancellation form and a photocopy of the proof of purchase to the package.
3. Send the package to the following address (return costs borne by the customer):

ROOF INTERNATIONAL
2463, route de la Fénerie
06580 – PEGOMAS
FRANCE

● **ORDER CANCELLATION FORM** (please complete in capital letters):

I (NAME FIRST NAME) _____

I hereby notify you of my withdrawal from the contract relating to the sale of the products below:

PRODUCT DESCRIPTION	PRODUCT REFERENCE	REASON FOR RETURN	REFUND or EXCHANGE	IF EXCHANGE Full description + product reference as a replacement

ORDER REFERENCE: _____

(available on your invoice or delivery slip)

DATE OF ORDER: __/__/____ DATE OF RECEPTION: __/__/____

POSTAL ADDRESS: _____

POST CODE: _____ CITY: _____

PHONE: _____ EMAIL: _____
(used for your order)

Date __/__/____

Signature