

## RIGHT OF WITHDRAWAL

If you are a EU-consumer customer and purchase your product from us online or over the phone you have the right to cancel the order without any given reason as long as you contact us within 14 days of receiving your order. Items must be returned to us in new condition meaning they should show no signs of use, wear and tear or damage.

Packing Returned Items. Please retain all the original packaging for your items until you have decided to keep the goods, this is very important as an additional charge will be made for items returned without the original packaging.

If you wish to return any items within the 14 day, right to cancel period, all items must be packed in the original packaging box with appropriate (original) internal packaging to protect the product(s) and prevent them from moving around in transit to avoid scratches or damage. Chug Express, SL cannot accept responsibility for any item that is damaged due to insufficient packaging, and your return will be refused or refund reduced if items are not packaged correctly.

Once returned to us we will process a full refund, where delivery has been charged on the original shipment we will refund our standard delivery charge but enhanced or timed delivery charges will not be refunded.

Please note the cost of returning the items to us must be covered by the customer and where goods have been damaged, marked or show signs of excessive testing or use (outside the normal bounds of showroom use) a charge will be made to compensate for the reduction in value. Please do not return the goods per freight collect. We reserve the right to reject freight collect shipments. All arisen costs are up to the customer.

Insure your return whilst in transit. We recommend that when arranging delivery back to us you make sure your goods are insured to their full value. Chug Express, SL cannot accept responsibility for returned items that are damaged in transit although we will inform you as soon as we are aware of any transit damage so that you can make a claim against your chosen courier.

The right of withdrawal shall not apply in the following cases:

Delivery of goods which are not prefabricated and have been manufactured on the basis of a personal choice or according to customer specifications, or of goods which have clearly been tailored to the customer's personal requirements.

Delivery of sealed goods that is not suitable to be returned for reasons relating to health protection or hygiene, if their seal has been removed after delivery.

Delivery of audio or video recordings or computer software in sealed packaging if the seal has been removed after delivery.

If you wish to exercise the right of withdrawal, please contact us within 14 days of receiving your order either by email or postal letter. To meet the right of withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the cancellation period has expired. To exercise the right of withdrawal, you must inform us:

CHUG EXPRESS, SL  
Polígon Industrial Joeria Sud  
Carrer dels Fusters, 13  
17150 Sant Gregori,  
Girona, Spain  
Email: [sales@solar-guitars.com](mailto:sales@solar-guitars.com)

By E-mail: [sales@solar-guitars.com](mailto:sales@solar-guitars.com) or letter by post with a clear statement of your decision to cancel this contract. You may use the withdrawal template form below, but it is not obligatory.

In case you want to use the template form, please click on below link to download the template form in PDF format [Click here](#). Simply send the completed right of withdrawal form to us by post, or email.

**Non-EU-customers** do **not** have the right of withdrawal (right to cancel) from the contract.