



SAN-O-SUB MBB srl – C.F. e P.I.12321560968
Sede Legale: Via L. Da Vinci 168 –
20090 Trezzano S/N (MI)
Accesso Op.: Via P. della Francesca 17 –
20090 Trezzano S/N (MI)
Tel. (+39) 024452075 / 024454057 –
Email sanosub@sanosub.com - www.sanosub.com
REA MI-2653762 C.S. €100.000,00 i.v.

P022.M1

del 12/02/2024

RETURNS PROCEDURE FOR NEW GOODS

Dear Customer,

We kindly ask you to read the following procedure to avoid misunderstandings regarding the return of goods.

Send your report to sanosub@sanosub.com by using the form on the following page, **making sure to fill in all the mandatory fields (indicated with *)**.

Once the return has been authorized by the sales representative you can proceed with the shipment; please make sure to insert the **authorization code** in the transport document, otherwise the goods won't be accepted.

We inform you that the management of the return will involve fixed costs, for which we will be forced to charge you €50.00, if the goods you want to return are equal to or less than €250.00; or 20% of the taxable value of the goods, if the amount exceeds the threshold of €250.00.

Any customs or other taxes will be charged to you at cost.

The shipment and return terms must be ex-works San-o-Sub warehouse by the customer.

The returned goods must be in the original packaging, without signs of use and in the same conditions as they were shipped. Any damage during transport, caused by inadequate packaging, remains under the responsibility of the customer.

The return cannot be accepted: on personalized products, if the shipment was delivered more than 15 days before the return request, if it has undergone modifications and if it is no longer managed by San-O-Sub MBB.

Upon receipt of the goods, the warehouse manager will check the products, their quantity and their integrity. If everything corresponds to what was agreed, the material will be accepted and the credit note will be authorized, withholding the cost for re-stock as specified above and any taxes; otherwise the procedure will be interrupted and the material will remain available for collection.

The payment of the credit note will take place with the same modality of the sale.

We hope that these few simple instructions will improve our work and better satisfy your needs.

Best regards,

San-O-Sub MBB srl

The Direction



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RETURN GOODS FORM

CUSTOMER COMPANY NAME*

ADDRESS

TEL

E-mail:

COMMUNICATED BY

NAME AND SURNAME*

REASON FOR RETURN*

Reference of our Transport document:

Invoice* :

Goods details: (art./quantity code):*

CODE	DESCRIPTION	LOT N°	QUANTITY

Customer's request*:

Date*:

Client Signature:*

To be completed the San-o-Sub MBB:

RETURN AUTHORIZED BY:

AUTHORIZATION CODE N°

DATA:

COMPANY

Fields marked with * are mandatory