RIGHT OF WITHDRAWAL

Consumer information – Arts. 52-59 of Italian Legislative Decree 206/2005 and Directive 2011/83/EU

Last updated: June 2026

Seller: **Let's Do Print di Alex Pepe** – Via Antonio Segni 24, 82100 Benevento (BN), Italy – VAT IT01803330628. This notice governs the right of withdrawal granted to Consumers (natural persons acting for purposes outside their trade, business or profession) resident in the European Union.

1. Withdrawal period

The Consumer has the right to withdraw from the purchase contract within 14 (fourteen) calendar days, without giving any reason and without penalty. The period runs from the day on which the Consumer, or a third party designated by them other than the carrier, takes physical possession of the product (Art. 52 of Italian Legislative Decree 206/2005).

2. How to give notice of withdrawal

The Consumer must communicate the decision to withdraw before the deadline by sending an explicit statement to the e-mail address **info@spacerocketlab.com**, with the subject line: **"WITHDRAWAL – Order no. [order number]"**. The Seller will send confirmation of receipt within 24-48 business hours.

Model withdrawal notice

I hereby give notice of withdrawal from the purchase contract relating to order no. [—] dated [date], received on [delivery date]. Product: [description]. Name and surname: [—]. Address: [—]. Date: [—]. Signature (only if sent on paper): [—].

3. Returning the product

Following the Seller's confirmation of the return, the Consumer must return the product within 14 days of the withdrawal notice, to the following address:

Let's Do Print di Alex Pepe
Via Epitaffio 108
82030 Apollosa (BN) – Italy

We recommend keeping the shipping receipt and using a tracked service: the Seller is not liable for loss of the parcel during the return.

4. Return costs

- **Borne by the Consumer:** in cases of withdrawal for change of mind (the Consumer is informed in advance pursuant to Art. 57.1 of Italian Legislative Decree 206/2005).
- **Borne by the Seller:** in cases of a defective product, not matching the order, or delivered in damaged condition.

5. Condition of the returned product

The product must be returned intact, unused and in perfect condition, in its original packaging (box, accessories and documentation included) and complete with all components received. The Consumer is responsible for any diminished value of the product resulting from handling other than what is necessary to establish its nature, characteristics and functioning; where a loss of value is established, the refund may be reduced proportionately.

6. Refund

The Seller will issue the refund within 14 days of receiving the withdrawal notice, using the same payment method used for the purchase, unless otherwise agreed. The refund may be withheld until the Seller receives the returned product, or until the Consumer provides documentary evidence of having shipped the return, whichever occurs first.

The refund covers the price of the product and the original delivery costs, the latter limited to the amount corresponding to the cheapest standard delivery offered (any additional costs for express delivery are not refundable). Crediting times depend on the payment method provider, usually 5-10 business days.

7. Exclusions from the right of withdrawal

The right of withdrawal is excluded, pursuant to Art. 59 of Italian Legislative Decree 206/2005, in particular for products made to measure or clearly personalised to the Consumer’s specifications. The 2-year legal guarantee of conformity provided by Arts. 128-135 of Italian Legislative Decree 206/2005 remains unaffected in the event of a defective or non-conforming product.