



RIGHT OF WITHDRAWAL

Who can make use of the right of withdrawal

The right of withdrawal is reserved solely for the consumer intended as a natural person who acts for purposes that are unrelated to the entrepreneurial, commercial, craft or professional activity possibly conducted. Therefore, it cannot be exercised by a professional, intended as the subject who acts within the conduction of their own entrepreneurial, commercial, craft or professional activity, or an intermediary of theirs.

How soon can you enforce the right of withdrawal

You have 14 (fourteen) days to request withdrawal starting from the date of delivery and/or handover or, in case of services, starting from the day of the closure of the contract. You are not compelled to provide any reason for your withdrawal request.

Return costs

You will not be obliged to sustain any cost or charges as a consequence of you exercising your right of withdrawal. In some cases specifically indicated below, the return charges of the Product will remain at your expense.

How to return the goods according to the type of Product purchased

Igloocy srl offers you the choice of different methods and tools to return the Product. In the subsequent paragraphs you will find all the information in this regard.

IGLOOCY SRL

C.da Ponte Valentino Zona ASI
82100 Benevento – P.IVA 01837400629
www.igloocy.cloud



DETAILS

WHICH PRODUCT DO YOU WISH TO RETURN?

A product in the catalogue of Igloocy srl

You can choose between the 2 following options:

CARRY OUT THE WITHDRAWAL FOR FREE USING THE COURIER INDICATED BY IGLOOCY DIRECTLY AT YOUR HOUSE

State your will to withdraw from the agreement:

- First, find the order number associated to the product you want to return, and which you can find in the order confirmation e-mail;
- Download the Withdrawal Form and fill it in, making sure to correctly report the required data.

Send it to us after having chosen one of the following options:

- Attach the form filled in and send it via registered letter with return receipt to the following address: IGLOOCY SRL C.da Ponte Valentino Zona ASI– 82100 Benevento (BN) – Italia

In case of clarifications, send an e-mail to the following address: support@atomapp.cloud

Following your request for withdrawal you will receive a formal confirmation of receipt of the same at the same address used to send the request and Igloocy will confirm whether or not it is possible, in your country, to proceed with the collection of the goods at the address you provided for your withdrawal. In case it will not be possible to proceed to the collection of the product at your address, you will have to implement the procedure provided for the delivery through courier, with expenses that will be reimbursed fully by Igloocy srl upon receiving the documentation of the shipping costs. Within 5 (five) working days of receiving your communication of withdrawal, you will also receive , from Igloocy srl, to the address indicated in the withdrawal form, a communication containing the Return Authorization Number (NAR) , which will identify your withdrawal claim. Afterwards, you will receive communications from the courier designated by Igloocy srl with the indications regarding the collection (e.g. date, method) of the product to be returned. Should you not be available on the proposed date, we invite you to directly discuss the issue with the courier, in order to agree on a new collection date, with the modalities indicated in the e-mail regarding the appointment. Should the first collection attempt from the courier not be successful, please contact Igloocy's Customer Service at the email address: support@atomapp.cloud in order to organize a second attempt, which, anyway, will have to be made within the maximum time limit of (fourteen) days from the date of the request for withdrawal. After you will have handed the product to be returned to the courier, you will receive the reimbursement ,from Igloocy srl, of the amounts paid for the purchase, without any undue delay and, anyway, within 7 (seven) working days from the date of the collection, from the courier, of the goods. The reimbursement also includes the delivery costs (except for the supplementary costs deriving from the possible choice of a type of delivery that is different from the standard delivery method offered by Igloocy srl). For the payment method of the reimbursement (bank transfer, credit card, etc...) see the dedicated paragraph at the bottom of the page.

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CARRY OUT THE WITHDRAWAL FOR FREE BY HAVING THE PRODUCT DELIVERED BY THE CONSUMER TO THE COURIER OR OTHER CARRIER

- State your will to withdraw from the agreement:
- First, find the order number associated to the product you want to return, and which you can find in the order confirmation e-mail or by accessing your orders;
- Download the il Withdrawal Form dedicated to non-large Products and fill it in, making sure to correctly report the requested data.
- Send it to us after having chosen one of the following options
- Attach the form filled in and send it to the email address: support@atomapp.cloud
- Attach the form filled in and send it to the certified e-mail address igloocy@legalmail.it
- Print the form filled in and send it via registered letter with return receipt to the following address :
IGLOOCY SRL - C.da Ponte Valentino Zona ASI– 82100 Benevento (BN) - Italia

In case of clarifications send an e-mail to the address: support@atomapp.cloud

Following your request for withdrawal you will receive a formal confirmation of receipt

of the same at the same address used to send the request Within 5 (five) working days of receiving your communication of withdrawal, you will also receive , from Igloocy srl, to the e-mail address indicated in the withdrawal form, a communication containing the Return Authorization Number (NAR) , which will identify

your withdrawal claim. After having received the Return Authorization Number (NAR) you will be able to go to the courier's office or to the office of another carrier in order to proceed to send the product object of the Right of Withdrawal. Remember to go to the courier, or to another carrier found by you as soon as possible and, in

any case, within the maximum time limit of 14 (fourteen) days from the date of the request for withdrawal: after you will have delivered the product according to the instructions, you will receive a reimbursement by Media World.it for the amounts paid for the purchase, without any undue delay and , anyway, within 7 (seven) working days from the date you delivered the goods to the carrier chosen by you. The reimbursement also includes the delivery costs (except for the supplementary costs deriving from the possible choice of a type of delivery that is different from the standard delivery method offered by Igloocy srl). For the payment method of the reimbursement (bank transfer, credit card, etc...) see the dedicated paragraph.

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**WITHDRAWAL FORM****ORDER NUMBER/PRODUCT CODE****PRODUCTS LIST/ DESCRIPTION****NAME****SURNAME****E-MAIL****TELEPHONE NUMBER****CHOICE OF GOODS RETURN METHOD:**

() I WANT TO RETURN THE GOODS OBJECT OF WITHDRAWAL BY PERSONALLY GOING TO THE COURIER'S OFFICE. THE EXPENSES SHALL BE PAID BY ICLOOCY SRL, REIMBURSED BY IGLOOCY SRL UPON CONSIGNMENT OF THE RECEIPT TO IGLOOCY SRL.

() I WISH TO BENEFIT FROM THE FREE DOOR-TO-DOOR PARCEL SERVICE TO RETURN THE GOODS OBJECT OF WITHDRAWAL AT THE EXPENSE OF ICLOOCY SRL UPON VERIFICATION, FROM IGLOOCY SRL, OF THE POSSIBILITY TO IMPLEMENT THE DOOR-TO-DOOR PARACEL COLLECTION SERVICE.

THE GOODS MUST BE COLLECTED, AT THE EXPENSE OF IGLOOCY SRL, AT THE FOLLOWING ADDRESS:

NAME**SURNAME****/BUSINESS NAME****FULL ADDRESS****NATION****EMAIL****TELEPHONE NUMBER**

For all purchases made via bank transfer or cash on delivery, Igloocy srl will proceed to refund the sums via bank transfer. Find below the mandatory information to give in order to receive the bank transfer related to the returned goods:

IBAN/ BANK ACCOUNT NUMBER (write the full account number)	
ACCOUNT HOLDER	

PLEASE SEND US THE FORM FILLED IN ACCORDING TO THE FOLLOWING MODALITIES:

- By attaching the form filled in to an e-mail to be sent to: support@atomapp.cloud
- By attaching the form filled in to an e-mail to be sent to the following certified e-mail address (pec): igloocy@legalmail.it
- By printing the form filled in and sending it via Registered Post to the following address: IGLOOCY SRL – c.da Ponte Valentino Zona Asi – 82100 Benevento – Italia

In case of restitution of products containing memory devices, the undersigned undertakes to transfer, where possible, the data to an alternative device and to erase them, and, in any case, the undersigned authorizes Igloocy Srl, following the return of the product, to restore the device to its original condition, so as to erase, or make unintelligible, any possible data that might still be stored in it. The undersigned is aware that in no way shall Igloocy srl be held liable for any damage, whether direct or indirect, related to the loss or deletion of any data stored in the product returned or to the wrongful access to the same data of any third parties.