

Information about the right of withdrawal and return shipping

1. STEPS TO FOLLOW AFTER COMMUNICATING YOUR WISH TO USE THE RIGHT OF WITHDRAWAL

1.1. Return shipping instructions

You must return the product to us **within 14 days** via a courier of your choice, preferably with traceable shipping, communicating the tracking number to support@vitesy.com, to the following address:

Laboratori Fabrici S.r.l. - Vitesy
Piazzetta Ado Furlan, 4
33170 Pordenone - Italia

N.B.

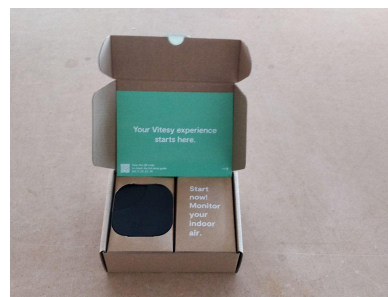
- All shipping costs and any customs charges related to the return of the product(s) are **on your charge**;
- If we (Vitesy) are charged any cost for shipping the returned product and the return is deemed acceptable, we will deduct that cost from the refund amount.

1.2. Checking and preparing the product for return

The product must be **in its original condition** and re-packed in the **original boxes** (branded product box and outer shipping box, if any), inserting also the internal protections.

In addition, **all components received must be present inside**. See the Appendix for a complete list of components for the various products.

As for Natede, make sure the bag of expanded clay is intact (damage to the product in the event of a spillage of expanded clay due to an obviously damaged bag could result in a negative product control outcome).





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2. FILLING OUT THE ACCOMPANYING RETURN FORM

Print and fill out the form on the last page of this document. It should then be placed in the box with the returned product.

Some guidance on the required information:

- **Model:** Natede Smart / Natede Basic / Eteria Starter Pack / Eteria Monitoring Module / Eteria Air Purifier / Shelfy
- **Serial:** found on the outer label attached to the product box and on the product inside (under the base of the purifier for Eteria and on the tech unit for Natede Smart, Natede Basic and Shelfy)
- **Shipment Reference:** this is the number we provided by email when initiating the case.

3. RETURNED PRODUCT ANALYSIS AND REFUNDS

Once received, the returned product will be checked by our staff. Possible scenarios are as follows:

- 3.1. **Product intact and all components present:** return accepted, refund will be made.
- 3.2. **Intact product but missing components:** return accepted but with partial refund, deducting the value of the missing components.
- 3.3. **Damaged product:** return not accepted, no refund will be made and the product will remain at your disposal for collection for up to 3 months, after which we will proceed to its disposal. In the event that the shipment was arranged by us and you believe that the damage occurred during transport, please send us evidence (e.g. photos) of the integrity of the product at the time of delivery to the courier so that we can evaluate it and possibly still accept the return.
- 3.4. **Tampered product:** return not accepted, no refund will be made and the product will remain at your disposal for collection for up to 3 months, after which we will proceed to its disposal.

In case of acceptance of the return and if the entire procedure has been respected, the refund will be made using the payment method at the time of purchase (default option), unless otherwise agreed upon during the handling of the return.

APPENDIX

COMPLETE LIST OF COMPONENTS

• **ETERIA AIR QUALITY MODULE** (monitoring module)

① Air quality monitor
“ETE AM”



② Power supply USB-C

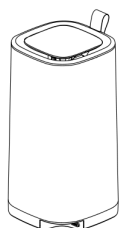


③ Setup-guide



• **ETERIA STARTER PACK** (1 monitoring module + 1 purification unit)

① Air purifier
“ETE AP”



② Air quality monitor
“ETE AM”



③ Power supply USB-C



④ Setup-guide



• **NATEDE (BASIC and SMART)**

① Outer pot



② Ceramic filter



③ Water Tank



④ Base with
tech unit



⑤ Expanded Clay



⑥ Power Supply



⑦ Setup Guide



• **SHELFY**

① Shelfy



② USB-A / USB-C
cable



③ User Manual





VITESY

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RETURN ACCOMPANYING FORM

Name and surname: _____

Order number: _____

Email with which the order was placed: _____

INFORMATION ABOUT THE PRODUCT:

Model: _____ Quantity: _____

Serial: _____

Shipment reference: _____

Date: _____

Signature: _____