

Returns and right of withdrawal

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You can change your mind. This page explains your legal right of withdrawal, the extra time we give on top of it, what you cannot return, how to send a piece back and how we refund you. It is part of our [Terms of sale](#).

A piece that is faulty, damaged in transit or not what you ordered is not a “return”: it is covered by your [legal guarantee](#), and we pay all the costs.

1. At a glance

YOUR PIECE	HOW LONG YOU HAVE	WHO PAYS THE RETURN
In-stock pieces (for example Aureole Sun VXS)	30 days from delivery	You
U- pieces in one of our 35 studio colours	30 days from delivery	You
Sand pieces made on request from our collections, unchanged	14 days from delivery (your legal right)	You
Custom RAL colours, colours matched to your sample, commissions and modified designs	No right of withdrawal: made to your specification	n/a
Faulty, damaged or wrong pieces	Covered by the legal guarantee for 3 years	Us

The first 14 days are your legal right of withdrawal. Days 15 to 30 are our own promise, in addition to your legal rights.

2. How to withdraw

Tell us within the period, in any clear way:

- **Online:** use the [Withdraw from contract here](#) button, at the foot of every page of this site. You will receive an acknowledgement with the date and time.
- **By email** to info@rollostudio.com.
- **By post** to Rollo Studio, Carrer de Fray Francisco Cabezas 13, Bajo C, 46019 València, Spain.
- With the **model withdrawal form** at the end of this page (optional).

You do not need to give a reason. It is enough to send your message before the period ends.

3. Your legal right of withdrawal

This is the official information on the right of withdrawal set by Spanish and EU consumer law.

Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason.

The withdrawal period will expire after 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the goods. If you ordered several goods in one order and they are delivered separately, the period expires 14 days after you, or a third party other than the carrier and indicated by you, acquire physical possession of the last good.

To exercise the right of withdrawal, you must inform us (Bryant Creative Industries, S.L.U., trading as Rollo Studio, Carrer de Fray Francisco Cabezas 13, Bajo C, 46019 València, Spain; telephone +34 614 412 917; email info@rollostudio.com) of your decision to withdraw from this contract by an unequivocal statement (for example a letter sent by post or email). You may use the model withdrawal form below, but it is not obligatory. You can also exercise your right of withdrawal online at www.rollostudio.com/withdraw. If you use this online feature, we will send you an acknowledgement of receipt of the withdrawal on a durable medium (for example by email), including its content and the date and time of its submission, without undue delay.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

Effects of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us),

without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement.

We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

You shall send back the goods or hand them over to us at Carrer de Fray Francisco Cabezas 13, Bajo C, 46019 València, Spain, without undue delay and in any event not later than 14 days from the day on which you communicate your withdrawal from this contract to us. The deadline is met if you send back the goods before the period of 14 days has expired.

You will have to bear the direct cost of returning the goods. For pieces that cannot normally be returned by post, the maximum cost is shown in section 6 below or, for pieces sold on a quote, in your quote.

You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

4. Our 30-day returns promise

For **in-stock pieces** and **U· pieces in one of our 35 studio colours**, we extend the withdrawal period from 14 to **30 days** from delivery. The same rules as the legal right apply: same ways to tell us, same refund, same deadlines and the same return costs.

For days 15 to 30 only, the piece must come back unused and not installed, with all its parts and fixings, in its original protective packaging. During the first 14 days your legal right applies without these conditions.

This promise is in addition to your legal rights. It does not limit your right of withdrawal or your legal guarantee.

5. Pieces you cannot return

By law, there is no right of withdrawal for goods made to the consumer's specifications or clearly personalised (Article 103(c) TRLGDCU; Article 16(c) of Directive 2011/83/EU). At Rollo Studio this means:

- U- pieces in a **custom RAL code** (any colour outside our 35 studio colours);
- pieces painted to **match a colour sample** you send us;
- **commissions** and pieces with a **change you ask for** to a standard design that is not one of the options we offer (for example a different size, finish, configuration or wiring);
- any other piece described in your quote as made to your specification.

We tell you clearly before you order whenever a piece is in this category. These pieces still have the full 3-year legal guarantee: if they are faulty or not as agreed, you are fully protected.

Sand pieces from our collections that we make on request for you, without changes, are **not** in this category: you have the 14-day legal right of withdrawal.

6. Sending a piece back

Tell us first. Write to us or use the [withdrawal button](#) before you send anything, and we send you the packing instructions for your piece within 2 working days. If you have not heard from us by then, send it to the return address below.

Packing. Our pieces are fragile and heavy. Please pack the piece as it arrived, ideally in its original box and protective packaging, with the inserts in place. Use a tracked and insured service and keep your proof of postage. You are responsible for packing the piece adequately. If it arrives broken because it was not packed adequately, we may reduce the refund by the loss of value, as explained in section 7.

Return address: Rollo Studio, Carrer de Fray Francisco Cabezas 13, Bajo C, 46019 València, Spain.

Return costs. You pay the direct cost of returning the piece, with the carrier of your choice. Pieces that cannot go by normal post need a tracked, insured courier. These are our estimates of the maximum cost of returning a piece that way (we can recommend a carrier):

DELIVERY ZONE	STANDARD PARCEL	LARGE PARCEL (U-001 SIDE TABLE)
Spain (mainland and Balearic Islands)	€25	€45
European Union	€60	€110
United Kingdom, Switzerland, Norway	€95	€170
Rest of the world	€160	€290

For large sand pieces sold on a quote (furniture, floor lamps, large wall lights), the maximum return cost is stated in your quote.

From outside the EU. A return from outside the European Union must be declared to customs as returned goods. Please ask us before you send it, so we can give you the right paperwork and you do not pay import charges by mistake.

7. Refunds

- **What we refund:** the full price of the piece and the standard delivery cost you paid for it (if you return only some of the pieces in an order, the difference between the delivery you paid and the delivery for the pieces you keep).
- **When:** within 14 days of the day you tell us you are withdrawing. We may wait until we receive the piece back or you send us proof that you have sent it, whichever comes first.
- **How:** to the same payment method you used, unless you expressly ask for another one. You pay no fees for the refund.
- **Import charges:** we cannot refund import VAT, duties or customs fees paid in your country; your local customs office can usually refund them for returned goods.

Reduction for handling. You can handle and inspect the piece as you would in a shop. If the piece comes back with a loss of value caused by more than that (for example it has been installed, wired, drilled, marked, scratched or chipped, or parts or fixings are missing), we may reduce the refund by that loss of value. We document the condition with photos when the piece arrives and explain any reduction.

8. Cancelling before dispatch

For any piece that can be returned, you can withdraw at any time from your order until the end of the period, including before we dispatch it. We then refund everything you paid within 14 days, including delivery.

Pieces made to your specification have no right of withdrawal. If you need to change or cancel one, talk to us: section 5 of our [Terms of sale](#) explains what we keep and what we refund.

9. Model withdrawal form

Complete and return this form only if you wish to withdraw from the contract. Copy the text into an email or print this page.

To: Bryant Creative Industries, S.L.U. (Rollo Studio), Carrer de Fray Francisco Cabezas 13,
Bajo C, 46019 València, Spain, info@rollostudio.com

I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods (*):

Ordered on (*) / received on (*):

Name of consumer(s):

Address of consumer(s):

Signature of consumer(s) (only if this form is notified on paper):

Date:

(*) Delete as appropriate.