

Customer service
Reference number:
Date of receipt:
Person in charge :

WITHDRAWAL FORM

The duly completed form has to be sent to iDealwine :

iDealwine
190, rue d'Estienne d'Orves
92700 COLOMBES
France

info@idealwine.com

*** The form must be submitted no later than 14 days from delivery of the wines**
(see extract of General Terms of Services on the reverse of this document)

I, the undersigned, give notice that I withdraw from my contract of sale of the following wines:

- Order number:
 - Date of the order:
 - Date of receipt of the order:
 - Description of the order:
 - First and last name of the customer:
 - Address of the customer:
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On:

In:

Customer's signature:

Extract of the General Terms of Services
Modifying or Cancelling an Order/Bid :

Case of In-Room or Online Auctions

Placing a bid is an irrevocable and legal act: as a result, once an order is placed it cannot be cancelled or modified. However, bidders can place higher bids if they are outbid on the website. iDealwine reserves the right to cancel an order or request a security deposit if it feels an order is exceptionally high. Pursuant to the provisions of articles L.121-16 to L.121-23 of the French Code of Consumption, the orders resulting from these types of sales cannot be cancelled.

Case of Fixed Price Sales

Pursuant to the provisions of the articles L.121-16 to L.121-23 of the French Code of Consumption, Fixed-Price Sales orders have a fourteen day right of cancellation. Indeed, the buyer has a fourteen day deadline from the delivery of his order to return the delivered article. To be granted any refund, the buyer will have to inform iDealwine customer service in writing (email, mail or fax) before sending back the goods: iDealwine – 190, rue d’Estienne d’Orves – 92700 Colombes - France – info@idealwine.com – fax + 33(0) 1 56 05 86 11.

In case of cancellation, iDealwine will refund the costs related to the order, including shipping fees, within 14 days since the day the company would have been informed about the cancellation of the order by the buyer. iDealwine will proceed the refund using the same payment methods than the one used for the initial transaction, unless the buyer expressly requests another payment method. In any case, no cost related to this payment will be charged to the client.

iDealwine will differ the refund until the company will receive the goods. The deadline is considered respected only if the buyer has sent the goods no later than fourteen days from the communication of the order cancellation to iDealwine. The clients is responsible for any depreciation of the goods resulting from a handling different than what is considered necessary to verify an order or resulting from a bad storage.