

## Purchase Withdrawal

### How can I return my purchase?

If you're not 100% satisfied with your order, you have the option to return your purchase. You must let us know within 14 days after receiving your products if you would like to return them; then, once you've contacted us, you must return your order to us within a maximum time period of 14 days. You can contact us at +33 (0)534 504 736, or write to us via the contact form

<https://aide.myamericanmarket.com/hc/en-us/requests/new> using the form on the page below.

### Prepare your return package carefully!

We will accept your returned purchase if the following conditions are met:

- The products cannot be open or damaged, and must be fit for resale.
- The products should be returned in their original packaging, or in a parcel similar in size and quality. Any items damaged due to poor or inadequate packaging on the customer's behalf will not be eligible for a refund.

You may send your return package to:

My American Market – Service Retour  
12, rue de  
l'Industrie 31000  
Toulouse FRANCE

### What next?

If all of these conditions are met, My American Market will reimburse you for your order in its entirety as soon as your parcel arrives at our warehouse! If you would like, we also have the option of giving you a refund in the form of a coupon, which can be used on your next order on our website

In any case, we will contact you by email as soon as we receive your package.

Please note: the reshipping fees remain at your expense.

My American Market, EURL 7000 euros

Siren: 511 884 462 RCS Toulouse / VAT : FR 32511884462

Office: 1, rue de l'Industrie, 31000 Toulouse, France

Phone: +33 (0)5 34 50 47 36 (Monday-Friday, 8:00 AM - 6:00 PM)

## Purchase Withdrawal Form

*\*Please fill out the fields below with your billing address and information.*

I hereby withdraw from the agreement which I concluded for the purchase of the order below:

Last name, First name\*:

Address\*:

Order number\*:

Order date\*:

Date your order was received:

Reason for return:

Tracking number of your returned goods:

By the present withdrawal form, I pledge to return my order within 14 days.

Date:

Signature:

Send us this completed form via the contact form :

<https://aide.myamericanmarket.com/hc/en-us/requests/new>

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