



EXCHANGE FORM FOR SIZE OR ANOTHER PRODUCT

YOUR ORDER:

FIRST NAME: _____

LAST NAME: _____

ORDER DATE: _____

ORDER NUMBER: _____

TELEPHONE: _____

EMAIL: _____

	PRODUCT CODE	SIZE	QUANTITY
--	--------------	------	----------

1			
2			
3			
4			

	NEW SIZE	QUANTITY	EXCHANGE CODE
--	----------	----------	---------------



REASON CODE:

- 1. TOO SMALL
- 2. TOO BIG
- 3. INCORRECT ITEM
- 4. CHANGE OF MIND
- 5. ITEM NOT AS DEPICTED
- 6. OTHER _____

Exchanges or refunds are accepted within 14 calendar days from the date of receipt of the order and only if the returned products are in excellent condition, in their original packaging with their tags (labels etc.) accompanied necessarily by the Return Form and the receipt or a copy of it.

SHIPPING ADDRESS

MARINOPOULOS
BUSINESS
CONSULTANTS S.A

GAP E-SHOP

36 Kiriazi str,
14562, Kifissia
Tel. +30 210-22 02 662

For more information on exchange & refund policy, visit gap.com.gr/en/exchanges-refunds, email customer-service@gap.com.gr or call us at + 30 210-22 02 662.

See detailed information at the back of the page.



REFUND FORM

YOUR ORDER:

FIRST NAME: _____

LAST NAME: _____

ORDER DATE: _____

ORDER NUMBER: _____

TELEPHONE: _____

EMAIL: _____

BANK DETAILS:

IBAN: _____

BANK: _____

ACCOUNT NAME: _____

REASON CODE

- 1. TOO SMALL
- 2. TOO BIG
- 3. INCORRECT ITEM
- 4. CHANGE OF MIND
- 5. ITEM NOT AS DEPICTED
- 6. OTHER _____

Exchanges or refunds are accepted within 14 calendar days from the date of receipt of the order and only if the returned products are in excellent condition, in their original packaging with their tags (labels etc.) accompanied necessarily by the Return Form and the receipt or a copy of it.

	PRODUCT CODE	SIZE	QUANTITY
--	--------------	------	----------

1			
2			
3			
4			

SHIPPING ADDRESS

MARINOPOULOS
BUSINESS
CONSULTANTS S.A

GAP E-SHOP

36 Kiriazi str,
14562, Kifissia
Tel. +30 210-22 02 662

For more information on exchange & refund policy, visit gap.com.gr/en/exchanges-refunds, email customer-service@gap.com.gr or call us at + 30 210-22 02 662.

See detailed information at the back of the page.

Product Exchanges

Exchange for another size

- Fill in the **EXCHANGE FORM FOR SIZE**, writing down the size you want to receive in exchange for the one/s you are returning.
- Call Courier Center at +30 210 75 12 000, so that they can pick up your package for FREE (Recipient Charge) or send us an e-mail at customer-service@gap.com.gr with subject SIZE EXCHANGE, with your address details (name, address with postal code and contact telephone number).
Shipping address: **Gap, Kyriazi 36 Kifissia, PC. 14562, Tel. + 30 210-22 02 662.**
- Alternatively, you can return your package from Clever Points for FREE (Recipient Charge), by filling in our address **Gap, Kyriazi 36 Kifissia, PC. 14562, Tel. + 30 210-22 02 662.**
- Once we receive your package, we will place your order with FREE shipping. In case the product you have chosen is no longer available, we will inform you by phone or email about the alternatives.
- Once your order is dispatched, you will receive sms/viber with your tracking number from Courier Center.

Exchange for another product

- Fill in the **EXCHANGE FORM FOR ANOTHER PRODUCT-EXCHANGE CODE**.
- Call Courier Center at + 30 210 75 12 000, so that they can pick up your package for FREE (Recipient Charge) or send us an e-mail at customer-service@gap.com.gr with subject EXCHANGE FOR ANOTHER PRODUCT, with your address details (name, address with postal code and contact telephone number).
Shipping address: **Gap, Kyriazi 36 Kifissia, PC. 14562, Tel. + 30 210-22 02 662.**
- Alternatively, you can return your package from Clever Points for FREE (Recipient Charge), by filling in our address **Gap, Kyriazi 36 Kifissia, PC. 14562, Tel. + 30 210-22 02 662.**
- Once we receive your package, we will send you an EXCHANGE CODE by e-mail and sms (the code will include the value of your returned purchase + FREE shipping) and you can use it in your new order in the field "ENTER PROMO CODE".
- Once your order is dispatched, you will receive sms/viber with your tracking number from Courier Center.

Free shipping in case of exchange for another size or product is valid only for the first exchange. In case of a second exchange, the shipping cost is €5 and does not include cash on delivery costs or other costs.

If a Gap Card Check from the Gap Card Loyalty Program was redeemed on your order, the amount of the check is valid only for your first exchange, either for another size or another product.

Returns & Refunds

- Fill in the **REFUND FORM**. If your order was paid with cash on delivery, you will also need to fill in your bank account information.
- Shipping costs in case of refund, are paid by the customer, as well as it is the customer's responsibility to send the package back to us in excellent condition.
- The amount of returned products is credited in full, including initial shipping costs, in the same way it was paid, except in the case of cash on delivery, where the refund is made directly to your bank account including the cash on delivery cost.
- In the case of payment by credit card or payment link (with the use of credit card) in installments, no partial refund is supported. If you wish to return part of your order, there is no option, you will need to return in full and place a new order. If by the date we receive your return, you have already paid the first installment and wish for a refund, you will be credited the amount of the installment that has already been paid and the remaining installments will be handled by your bank.
- In the case of direct payment via e-banking, partial refund is not supported. If you wish to return part of your order, there is no option, you will need to return it in full and place a new order.
- In case a Gap Card Check was redeemed from the Gap Card Loyalty Program on your order, the amount of the check is non-refundable, and your check is not valid for any future orders.
- Refunds are processed within 30 calendar days from the receipt date of the return.
- During sale periods or holidays refunds may be delayed.
- The time needed for the refund amount to appear in your account, depends exclusively on your bank policy.
- Once the refund is completed, you will receive an email with relevant information.
- Gift orders are excluded from the right of refund (in which the delivery/recipient address is different from the billing/sender address).