



Right of Withdrawal Notice - Casa Bruno S.L.

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1. Right of Withdrawal

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

The withdrawal period begins upon **receipt of the goods**.

To exercise your right of withdrawal, you must inform us of your decision in a **clear and explicit manner** via:

Casa Bruno S.L.

Calle de las Islas Baleares 62

07180 Santa Ponsa, Spanien,

Telefon 0034.971.699273,

Email: dsgvo@casabruno.com

You may use the **standard withdrawal form**, but it is not mandatory.

2. Effects of Withdrawal

After exercising your right of withdrawal, we will refund all payments made, including shipping costs, **no later than 14 days** after receiving the returned goods.

We may withhold the refund until we have received the goods or until it is confirmed that the return has been properly made.

3. Return Costs

According to **Art. 108 RDL 1/2007**, the consumer **bears the direct costs of returning the goods**, unless otherwise agreed.

4. Condition of Returned Goods & Loss of Value

The consumer is responsible for **any reduction in value** resulting from handling the goods in a way that goes beyond what is necessary to check their nature, characteristics, and functioning.



4.1 Required Condition

The product must be returned **complete, clean, and undamaged**, including:

- All accessories
- Screws / assembly kits
- Manuals
- Remote control / wall control
- Ceiling mount
- Original packaging

4.2 Unauthorized Handling

The following is considered improper use and may lead to a reduction in value:

- Complete or partial installation attempts
- Damage to blades, motor, casing, or cables
- Missing or damaged parts
- Scratches, dents, or visible marks from assembly
- Removal of protective packaging or transport seals

4.3 Deductions for Irreparable Damage

If the manufacturer does not supply spare parts and restoration is not possible, Casa Bruno may **withhold up to 100% of the product value** (Art. 108.2 RDL 1/2007).

5. Pre-Installation Conditions

Before opening the packaging or attempting any installation, the customer must ensure that:

- The ceiling can support at least 20 kg.
 - An appropriate power supply point is available.
 - The product is suitable for the intended space (indoor / covered outdoor, ceiling height, etc.).
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6. Professional Installation Required

Installation must be performed **exclusively by a qualified installer:**

- Spain: Instalador autorizado
- Germany: Certified electrical Meisterbetrieb
- EU: Equivalent qualification

Damage resulting from incorrect installation **excludes the right to return or refund.**

7. Exclusion of Withdrawal

Withdrawal is not possible when:

- Products are manufactured according to customer specifications (Art. 103.c RDL 1/2007)
 - Sealed hygiene items have been opened (standard text, not relevant for fans)
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