

EXCHANGES AND RETURNS POLICY

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EXCHANGES AND RETURNS POLICY

The Exchanges and Returns Policy below is an integral part of the Terms of Conditions of Use.

1. Identification

This site is owned, maintained and operated by Network Easy Brazil, with address at Rua Getúlio Vargas, 70 - 2nd floor. CEP: 88340-000. Center - Camboriú - SC, CNPJ under no. 12,899,955 / 0001-01, with e-mail address atendimento@redefacilbrasil.com.br.

1.1 Contact

Should the client require any further information, clarification or assistance regarding this Product Delivery Policy Network Easy Brazil offers SAC (Customer Service).

1.2 Exchanges & Returns

As dictate the rules of Article 49 of the CDC (Consumer Defense Code), the customer to make purchases through virtual stores have seven (7) days of receipt of the product, to cancel the purchase.

Therefore for your convenience and safety, make sure the product meets your expectations before opening the package.

Reasons for change or cancellation:

- I. Withdrawal of purchase;
- II. Product with supposed fail of fabrication;
- III. Product outside the application.

How to proceed:

Please contact us via e-mail atendimento@redefacilbrasil.com.br or phone (47) 3050 0200.

1.3 Withdrawal of purchase

- If it was purchased by Network Easy Brazil, and was asked in perfect condition and still want to give up the purchase, you need to formalize your request via e-mail stating the order number and the reason for the return.
- With the cancellation of the request, the whole bonus system will be automatically canceled.
- If the application is already in process of delivery, the customer must refuse to accept this and communicate the Network Easy Brazil, in this case, the customer will be responsible for the cost of freight.

- The email with your cancellation / withdrawal of the application must necessarily be the same as the holder of the registration Network Easy Brazil.

1.4 Merchandise Returns

The address for the return of goods should be consulted by e-mail atendimento@redefacilbrasil.com.br Or by phone (47) 3050 0200. We will not receive returns that are not formalized by the Service Easy Network Center.

- The product must be returned in their original packaging, accompanied by all the accessories.
- The product must not show any evidence of use and / or damage.
- Return to be achieved, the product must return to the Easy Network Distribution Center, where a team will screen and conference goods received.

Attention: The product received that do not meet the above requirements will not be accepted as return and will not fit Network Easy no charge for the return, as well as a reversal of the order values. The application will automatically be returned to your home address. Under these conditions, the Network Easy Brazil will make a new collection of freight.

2. Products with supposed fail of fabrication

The address for sending goods should be consulted by e-mail atendimento@redefacilbrasil.com.br Or by phone (47) 3050 0200. We will not receive returns that are not formalized by the Service Easy Network Center.

- The product must be returned in the original packaging;
- Forward the 1st copy of the invoice with the product.
- Attach written a brief account of the alleged defect referred to the complaint.

Attention: The received product that does not meet the requirements above will be automatically sent back to the source address. Under these conditions, the Network Easy Brazil will make a new collection of freight.

2.1 Product reviews of defects

evaluation and completion of the application report within 30 days after receipt of the product in our Distribution Center will be made.

2.1.1 favorable exchange report

- The customer will receive the address of origin, free of charge, the replacement of the product.

- In the absence of the product in stock, the customer will be notified and may choose to wait for the supply of stock specific product, or cancel this request and estornamos value.

2.1.2 Unlike the exchange report

The product will be returned to the customer without prior notice to the Letter of disapproval, without right of substitution, when present:

- Absence of defect (not finding the damage indicated by the customer);
- Evidence of inappropriate use of the product;
- Evidence of accidental damage;
- wear and tear due to the use;
- Inadequate washing of the product;
- changed product.

3. Product outside the application

If you notice in receiving the divergence between the product purchased and received, refuse receive it and contact our Customer Service via e-mail atentimento@redefacilbrasil.com.br Or by phone (47) 3050 0200. The Easy Network will effect the exchange of the same, without any additional cost to the customer, provided that after analysis, be shown the error in sending.

The process of reimbursement of the amounts will be based on the form of payment chosen by the customer upon purchase:

- If the payment was made via credit card, the refund will be released on invoice of the card itself, according to the rules of each carrier;
- If the payment was made via PAGSEGURO, the reversal will be released in PAGSEGURO system and the credit will follow in accordance with the rules of the operator;
- If the payment was made via bank transfer, the customer must inform the bank details to be made the deposit account, in this case, the deposit can be done only in name on the register Network Easy Brazil;
- In payment option held with bank, there is also possibility to reverse the point value;
- If the payment was made through scoring, the compensation will be in points.

Our trade policy and returns reserves its rights, acting in accordance with the guidelines of the CDC (Consumer Protection Code).