

Exercise of the right of withdrawal for consumers.

If all or part of your order does not suit you, you must notify Chronopost your decision to withdraw your order within 14 days after the day the order was placed.

The withdrawal right does not apply to transportation services for which a pickup on request was scheduled or when the parcel was dropped off at a post office, Relais Pickup, or Chronopost office, in accordance with Article L 221-28 of the French Consumer Code.

1. The notification must be made:

- Through the [online withdrawal form](#)
- By completing the withdrawal paper form, in page 2 of this document, and by sending it at the following address :

ChronopostServiceClient
29bis boulevard de la Chanterie
49480 SAINT SYLVAIN D'ANJOU

2. Upon receipt of your withdrawal decision,

we will send you a receipt confirmation.

3. CHRONOPOST will reimburse the price you paid at the time the order was placed, as soon as possible and at the latest 14 days from the receipt of your withdrawal decision.

Withdrawal form for consumers

Please complete and send this form only if you wish to withdraw your order.

By completing it through the [online withdrawal form](#)

OR

By sending it by post to : Chronopost Service Client
29 bis boulevard de la Chanterie
49480 SAINT SYLVAIN D'ANJOU

I hereby notify you of my withdrawal decision my order for the following transport service:.....

- Date of the order
- Order number
- Name of the consumer.....
- Complete address of the consumer.....
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- Phone number of the consumer.....
- E-mail address of the consumer.....
- Date
- Signature of the consumer
(only in case of notification of this form on paper)