

FORM FOR RETURNS (ARTICLE 5) OR TO EXERCISE THE RIGHT TO THE COOLING-OFF PERIOD (ARTICLE 4).

For the attention of: Établissement public du château, du musée et du domaine national de Versailles – Communication Directorate – 1, rue de l’indépendance américaine – 78008 Versailles – France

I hereby notify:

- An exchange
- A reimbursement
- My request to withdraw from the contract (Article 4) concerning the sale of the undermentioned goods: « Galerie des Reines » Set (Saint-Louis)

Reason for return: :

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Quantity :

Ordered on :/...../.....

Received or collected on :/...../.....

Order number :

Customer name and address:

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User’s address:

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Email address :

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Telephone number :

For any request for reimbursement, please send details of your bank account (IBAN/BIC/name of bank/name of account-holder)

Date and signature :/...../.....

The Établissement public du château, du musée et du domaine national de Versailles processes data with the objective of managing and monitoring orders and their delivery and payment, and managing customer relations. The Customer must register prior to making an order or when making an order on the site. Data items marked with an asterisk are mandatory: in their absence, the Customer’s request cannot be processed. The information entered allows, where required, communication by email providing information about this offer and other commercial operations by the online shop or about the programme, news and offers relating to the visit of the Palace of Versailles. In this context, the legal basis for processing the Customer’s personal data is either contractual, when it involves the management of his/her order, or based on the Customer’s consent when it involves his/her registration for the sending of information. The data will be conserved for three years (ten years for invoice-related data) and are intended for the Établissement public du château, du musée et du domaine national de Versailles and its partners, where appropriate. In accordance with the “Information Technology and Liberties” law dated 6 January 1978 (as amended) and European Regulation 2016/279 dated 27 April 2016, known as the “General Data Protection Regulation”, the Customer has a right to access to and rectification, restriction, portability and erasure of his/her data. A Customer wishing to exercise these rights must send an email to the following address: donneespersonnelles@chateauversailles.fr, or a letter to the Établissement public du château, du musée et du domaine national de Versailles - Information and Communication Directorate - RP834 - 78008 Versailles Cedex, accompanied by a copy of a proof of identity. Finally, the Customer has the right to make a complaint to the CNIL (French National Commission on Information Technology and Liberty), the controlling authority responsible for compliance with obligations in relation to the protection of personal data.