Withdrawal form

Complete and return this form only if you wish to withdraw from a order:

Numis Bulgaria
Numis Bulgaria
Samokovite 22
4550 Peshtera
Bulgaria

E-mail: numisbulgaria@gmail.com

- I hereby give notice that I withdraw from my order with the following items:

_____

_____

_____

- Ordered on (*) / received on (*): _____

- Customer name: _____

- Customer address: _____

_____
Customer signature

_____
Date

_____
(*) Delete as appropriate

Return Policy for NUMIS BULGARIA EOOD
Effective Date: September 23, 2025

This Return Policy applies to all purchases made through our MA-Shops store and governs the conditions under which items may be returned, exchanged, or refunded.

Right of Withdrawal (EU Consumer Protection)
In accordance with EU Consumer Rights Directive 2011/83/EU and Bulgarian consumer protection laws, customers have the right to withdraw from their purchase without providing any reason within 14 days of receiving the goods.

How to Exercise Your Right of Withdrawal
Notification: Contact us via email at office@numis-bg.com within 14 days of receiving your order

Include: Order number, item details, and reason for return (if desired)

Timeline: The 14-day period begins on the day you or a third party (other than the carrier) takes physical possession of the goods

Withdrawal Process
You may use our standard withdrawal form or send a clear written statement

We will acknowledge receipt of your withdrawal notice via email

You have an additional 14 days from the date of withdrawal notification to return the items

Return Conditions
Eligible Returns
Items may be returned if they are:

In original condition and packaging

Unopened protective holders/capsules (where applicable)

Accompanied by all original documentation and certificates

Free from damage caused by handling beyond reasonable inspection

Returned within the specified timeframe

Items That Cannot Be Returned
The following items are NOT eligible for return:

Items damaged by customer handling beyond reasonable inspection

Coins or banknotes removed from their original protective holders

Items that have been cleaned, altered, or tampered with after delivery

Custom orders or specially requested items

Items returned after 14 days (unless defective)

Return Shipping
Customer Responsibility
Customers are responsible for return shipping costs unless the item was:

Incorrectly described in our listing

Damaged during shipping

Defective or counterfeit

Recommended Return Method
Use registered/tracked mail service with insurance

Package securely to prevent damage during transit

We recommend insuring valuable items for their full value

NUMIS BULGARIA EOOD is not responsible for items lost or damaged during return shipping

Defective or Incorrect Items
Immediate Notification Required
If you receive an item that is:

Damaged during shipping

Significantly different from the description

Defective in any way

You must notify us within 3 days of delivery by emailing office@numis-bg.com with:

Order details

Clear photographs of the issue

Description of the problem

Our Response
We will provide a prepaid return label for defective/incorrect items

Full refund including original shipping costs will be provided

Expedited replacement available when possible

Authenticity Guarantee Returns
Lifetime Authenticity Promise
All items sold carry a lifetime authenticity guarantee

If any item is proven inauthentic by a recognized grading service or numismatic expert, we will provide a full refund

Authentication Dispute Process
Contact us immediately upon discovery

Provide written certification from recognized authority (NGC, PCGS, professional numismatist, etc.)

Return item in same condition as received

Full refund plus reasonable authentication costs will be provided

Refund Processing
Refund Timeline
Refunds are processed within 7 business days of receiving returned items in acceptable condition

Refunds are issued to the original payment method used for purchase

Refund Amount
Full purchase price for eligible returns

Original shipping costs refunded only for defective/incorrect items

Return shipping costs are not refunded unless item was our error

Partial Refunds
We may issue partial refunds for items returned in less than perfect condition due to:

Signs of use beyond reasonable inspection

Damaged packaging

Missing accessories or documentation

Exchanges
Due to the unique nature of numismatic items and market fluctuations, we do not offer direct exchanges. If you need a different item:

Return the original item following our return policy

Place a new order for the desired item

New orders are subject to current pricing and availability

Special Circumstances
Bullion and Precious Metal Items
Returns accepted within 14 days only

Items must be in original sealed packaging

Subject to market price verification at time of return

Additional restocking fees may apply due to market volatility

Graded Coins
Must be returned in original grading service holders

Any tampering with holders voids return eligibility

Re-grading or cracking of slabs after delivery prevents returns

High-Value Items (Over €1,000)
Must be returned via insured, trackable shipping method

Additional documentation may be required

Extended verification process may apply

Non-Compliance with Return Policy
Items returned that do not comply with this policy may be:

Returned to customer at their expense

Subject to restocking fees

Refused for refund or exchange

Force Majeure
NUMIS BULGARIA EOOD is not responsible for delays in processing returns due to circumstances beyond our control, including but not limited to:

Natural disasters

Government restrictions

Postal service disruptions

Banking system issues

Contact Information
For all return-related inquiries:

Email: office@numis-bg.com
Phone: +359899167169
Address: NUMIS BULGARIA EOOD
22 Samokovite Street
Peshtera, Bulgaria

Applicable Law
This Return Policy is governed by:

EU Consumer Rights Directive 2011/83/EU

Bulgarian Consumer Protection Act

Bulgarian Commercial Law

MA-Shops platform terms and conditions

Changes to Return Policy
We reserve the right to modify this Return Policy at any time. Changes will be:

Posted on this page with updated effective date

Communicated to customers via email when significant

Applied to orders placed after the effective date of changes

By placing an order with NUMIS BULGARIA EOOD, you acknowledge that you have read, understood, and agree to be bound by this Return Policy.

Last Updated: September 23, 2025

This policy applies to all purchases made through our MA-Shops certified dealer store and is subject to MA-Shops

platform terms and conditions.