

emporio calze

EXCHANGE/RETURN FORM

Order Reference
Name
Surname
E-mail Address

SHIPPING ADDRESS

CALZE B.C. SRL
Strada Lisnetta, 7
46042 Castel Goffredo (MN)
Italy

Codes to change the product:

- C1** Product size too small.
- C2** Product size too large.
- C3** Colour change. (Specify in the notes)
- C4** Wrong product.
- C5** Damaged/defective product. (Describe the problem in the notes)

Codes to return the product:

- R1** Product of poor quality.
- R2** Product not satisfactory.
- R3** Wrong product.
- R4** Damaged/defective product. (Describe the problem in the notes)
- R5** Other. (Describe the problem in the notes)

Notes*

Indicate in the appropriate box the correct size, colour or product for which you are requesting an exchange.
Indicate in the appropriate box the problem or any other information about the product for which you are requesting a return.

Products to return

Product reference (SKU)	Quantity	Codes to change/return	Notes*

To enable us to process your return more quickly, please email the filled in form to the customer service department or place it inside the package together with your order receipt, then send it via tracked delivery within 14 days of the date of receipt to the address indicated.

Returned at sender's expense *

It is also necessary that:

- The product is undamaged (**not worn, washed or damaged**) and in its original packaging with the purchase receipt attached.
- The product is complete in all its parts, any tags and labels are intact and still attached to the product.

Exchange/return procedures:

Once the return has been received, the conformity of the goods will be checked and then a new shipment will be processed for an exchange of the same amount or a refund of the amount of the product.

Provided that we can verify compliance with the above, we will refund the amount of the products subject to withdrawal within a maximum period of 14 days.

In case of payment by bank transfer, you must provide the bank details: IBAN, SWIFT and BIC necessary for the refund to be made.

Account owner
IBAN
BIC

CLIENT SERVICE

Phone: +39 0376 782838

Mail: info@emporiocalze.com

*Please note that the shipping costs for exchange/return are the responsibility of the customer, except for incorrect, damaged and/or defective products, in which case the shipping costs incurred by the customer to return the parcel will be refunded as soon as the product arrives at the premises and the integrity procedure has been completed, by the means specified above. The costs of the subsequent return shipment are at the seller's expense. Using the return form is optional (but strongly recommended in order to allow the company to process everything more correctly) and does not limit your right of return.