

Giorgio Armani FAQ

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RETURN AND EXCHANGE FORM

You can request to return or exchange items within 14 days from the date you received your parcel.

Before you return your item, make sure that the items are in the same condition you received them in, with the identification tag and seal still attached.

Make sure to use the box in which you received your order with the corresponding pre-addressed return label.

We reserve the right to refuse late returns or items that are not in the same condition you received them in.

You can enter your order number here: <https://www.armani.com/de/pex/searchorder> to generate a new return label.

RETURN STATUS

Track your return status online by clicking on this link:

<https://www.armani.com/de/pex/searchorder>

Simply provide the order number to track your parcel.

SHOPPING

ORDERING ON ARMANI ONLINE STORE

To make purchases on Armani Online Store you do not need to register; however, we suggest you create an account to access exclusive areas and services dedicated to our customers.

Item search

To easily browse our catalogue, select a category from the navigation menu or browse our selections on the homepage. To find something more specific, use our filters or the website search option.

Product information

On each product page, you will find all available sizes and colours, a description and the composition of the item. Click on the product image to zoom in and see all of the details.

How to order

1. From the item page, select the desired colour and size of the product

2. Add the product to your Shopping Bag
3. Once you have finished shopping, click the "Proceed to Checkout" button in your Shopping Bag
4. Enter your email and your shipping address Select a shipping and a payment method
5. Check that the information you entered is correct and click "Purchase Now".

If you are paying with a credit card, before completing your purchase you may be asked for a secondary authentication in order for your payment to be authorised. In this case, you will need to insert a one-time password, an SMS code, or another authentication method, in accordance with the established procedures of the credit card provider.

You will receive a confirmation email shortly after with the details of your order. From this moment on, our warehouse will take care of everything and as soon as the order ships, we will notify you with another confirmation email.

CAN I CHANGE MY ORDER AND ADD OTHER PRODUCTS OR REMOVE THEM?

Unfortunately not. Each order is processed automatically and once it has been confirmed, it is not possible to modify the details. To purchase additional items, you must place a new order. To return any items please refer to our [Return Policy](#).

CAN I COMBINE TWO OR MORE ORDERS IN ONE SHIPMENT?

Unfortunately we are unable to combine two orders in one shipment, as order details are processed automatically.

As soon as the packages are shipped from our warehouse, you will receive a confirmation email for each order, with two separate Tracking Numbers and invoices.

CAN I CANCEL MY ORDER?

We are sorry, but once an order has been confirmed, it is processed automatically and cannot be canceled. The package can be returned as indicated in our [Return Policy](#).

CAN I SHOP FROM MY MOBILE DEVICE?

Of course! You can navigate the mobile-optimized version of our website.

HOW DO PROMOTIONAL CODES WORK?

The Promotional Codes of Armani Online Store give you access to exclusive offers. To receive Promotional Codes, subscribe to our Newsletter.

To take advantage of a promotion, enter the code in the appropriate field at checkout and click "Apply". Only one Promotional Code can be used for each order.

If the code doesn't work please double check the dates of the promotion and which products and categories it can be applied to from the newsletter.

PRE-ORDER

A pre-order is the reservation of an item that is not yet available for sale, but will be soon. An estimated delivery date is indicated for each pre-order item within the product page.

- Mixed order consisting of currently available and pre-order items: the products will be dispatched at two different times, but you will be charged only once for the shipping fees
- Order consisting of pre-order items with different delivery dates: the products will be shipped together on the latest estimated delivery date.

In any case, you will receive a confirmation email as soon as the package is shipped. The purchase of pre-order items can be made with Credit Card only. Once you complete your order, we will ask your bank to verify the supplied details; the validity of your credit card could be confirmed through a payment authorisation of 1 Euro. This authorisation is not a charge: Armani Online Store will charge your card only once the package is being shipped.

ORDER STATUS

- Order being prepared: The order has been confirmed and we have already sent a confirmation email with the Order Number.
- Order has shipped: As soon as the order is shipped from our warehouse, we will send you a confirmation email with the Tracking Number to track the delivery.

It is possible to check the order status at any time by entering the Order Number in the Follow your Order page. Registered users can also find all information related to their orders in the My Account area.

MORE THAN 24 HOURS HAVE PASSED AND I STILL HAVEN'T RECEIVED A CONFIRMATION EMAIL. WHAT SHOULD I DO?

Check your spam folder and make sure that confirmation@store.armani.com and shipping@store.armani.com are in the safe senders list of your email account. This will prevent the anti-spam filter from blocking future communications.

If this doesn't work please contact us through the website or contact us via messaging.

TECHNICAL HELP

Our website is best viewed with the latest versions of the major browsers. Make sure that you have installed the most updated versions of the browsers that you most frequently use.

If you experience navigation problems, we suggest that you:

- Eliminate any Cookies and Temporary Files from your computer
- Check that Javascript is enabled.

If the problem persists, please contact us with the following details:

- Your operating system (Windows Vista, Mac OS X, etc.)
- Internet browser and version (Internet Explorer 9, Firefox, Safari,...)
- The URL that you were trying to access (for example, www.armani.com).

SHIPPING

SHIPPING TIMES AND COSTS

Standard Shipping: *Delivery in 4-6 working days costs € 12*

Express Shipping: *Delivery in 2-3 working days costs € 25*

Next Day Shipping: *Delivery guaranteed next working day costs € 30*

Pick up in store: *Delivery in 4-6 working days is free of costs*

Cash on Delivery costs € 5,50 extra on top of the shipping costs

Our warehouse is closed for these Holidays. Please plan accordingly as orders will not be shipped out on these dates. All orders are processed automatically and we are unable to expedite or delay shipping times.

PICK UP IN STORE

Armani offers you the possibility to pick up the items you ordered online for free in a store.

During the order process select "Pick up in store" and choose which store you'd like to have your order delivered to. You will receive an email as soon as your order is ready to be picked up in store.

In order to pick up your order, you will need to bring with you:

- Valid ID
- Shipping confirmation email (printed or on a mobile device).

If someone is collecting an order on your behalf, they must bring:

- Copy of your valid ID
- Valid ID of the person collecting
- Shipping confirmation email (printed or on a mobile device)
- [Letter of authorisation](#).

If the item is not picked up within 15 days of delivery to the store, the order will be returned to our warehouse and we will issue a refund.

At the moment the service is available in the following stores:

- **EMPORIO ARMANI DUESSELDORF**
Sevens - City Shopping Center
Koenigsallee 56
40212 Duesseldorf DE
- **EMPORIO ARMANI MUENCHEN**
Fuenf Hoefe - City Shoping Center
Theatinerstrasse 12
80333 Muenchen DE
- **EMPORIO ARMANI WIESBADEN**
Wilhemstrasse 52 A - C
65183 Wiesbaden DE
- **GIORGIO ARMANI BERLIN**
Kurfuerstendamm 54
10707 Berlin DE
- **GIORGIO ARMANI DUESSELDORF**
Koenisgallee 72
40212 Duesseldorf DE
- **GIORGIO ARMANI FRANKFURT AM MAIN**
Goethestr. 19
60313 Frankfurt Am Main DE
- **GIORGIO ARMANI HAMBURG NEUER WALL**
Neuer Wall 69
20354 Hamburg DE

- **GIORGIO ARMANI MUENCHEN**
Maximilianstrasse 32
80539 Muenchen DE
- **ARMANI EXCHANGE BERLIN-KU'DAMM**
Kurfürstendamm 29
10719 Berlin Berlin DE
- **ARMANI EXCHANGE KÖLN-CITY**
Schildergasse 72-76
50667 Köln Nordrhein-Westfalen DE
- **A|X LEIPZIGER BERLIN**
Mall of Berlin - City Shopping Center
Leipziger Platz 12
10117 Berlin - DE

SHIPPING RESTRICTIONS

At this time we are unable to ship orders to General Delivery, P.O. Boxes, Helgoland, Büsingen. Orders made to any of these addresses will be cancelled.

The delivery address of your order must match the country site in which you place your order. Orders made from a different country site than the delivery address will be automatically canceled. Please select the correct country site for your order from the link in the corner of every page.

WHAT SHOULD I DO IF MY ORDER HASN'T BEEN DELIVERED YET?

If your order has not been delivered within the estimated period, we suggest that you:

- Check the order status: in the [My Orders](#) section for registered users; or by entering the Order Number from the confirmation email in the [Track your Order](#) page
- Check that the address indicated for the delivery is correct
- In the case of a missed delivery, please contact UPS at 01806 882 663.

For further assistance, message us via our website and we will be happy to assist you.

RETURNS AND REFUNDS

RETURN POLICY

You can choose to return any product purchased on Armani Online Store within 14 days from the date of delivery, with free collection directly from your home or at [certain selected stores](#).

For returns via courier:

1. [Fill out the Return Form](#).
2. Make sure the merchandise you return is in its original condition, tags and packaging included, otherwise we will be unable to accept your return and issue a refund.
3. Pack the items in the order box (or any rigid carton box) and stick the pre-paid UPS label over the prior delivery information. Using the label provided will guarantee a refund in the event of theft or loss during delivery to our warehouse in Italy.
4. Contact UPS by phone (01806 882 663) or [online](#) to arrange the pick-up of your package wherever you wish.

Due to merchandising restrictions, all returns must be shipped from the same country they were purchased from. Once your package reaches the warehouse, please allow 3 to 7 business days (depending on peak times) for your return to be processed. If your return does not meet the conditions listed, the package will be sent back to you. When your return has been accepted, your refund will be issued and you will receive a confirmation email.

There is a specific procedure in place for returning perfumes: please contact [Customer Care](#) for instructions. Perfumes that have been opened or used cannot be returned.

RETURN IN STORE

You can return items purchased at Armani Online Store to a store within 14 days, just follow the steps listed below:

- make sure the items are in the original condition, all tags and packaging included
- put the items into the original box (or another sturdy box) and bring them to one of our stores, along with the delivery note and the return label, both included in the original package
- if you paid Cash on Delivery, please remember to bring your bank details (account holder name, SWIFT and IBAN).

We normally process returns within 3 business days of their arrival at our logistics centre. During peak times it could take up to 7 business days. Should your return comply with our Return Policy, you will receive a confirmation email as soon as the refund for your return has been issued.

You cannot receive in-store refunds for items purchased online, but you can request to exchange the size and/or colour at select stores, if available.

You can only return items within the same country the parcel was delivered. Stores in different countries will not be able to accept your returns.

At the moment the service is available in the following stores:

- **EMPORIO ARMANI DUESSELDORF**
Sevens - City Shopping Center
Koenigsallee 56
40212 Duesseldorf DE

- **EMPORIO ARMANI MUENCHEN**
Fuenf Hoefe - City Shoping Center
Theatinerstrasse 12
80333 Muenchen DE
- **EMPORIO ARMANI WIESBADEN**
Wilhemstrasse 52 A - C
65183 Wiesbaden DE
- **GIORGIO ARMANI BERLIN**
Kurfuerstendamm 54
10707 Berlin DE
- **GIORGIO ARMANI DUESSELDORF**
Koenisgallee 72
40212 Duesseldorf DE
- **GIORGIO ARMANI FRANKFURT AM MAIN**
Goethestr. 19
60313 Frankfurt Am Main DE
- **GIORGIO ARMANI HAMBURG NEUER WALL**
Neuer Wall 69
20354 Hamburg DE
- **GIORGIO ARMANI MUENCHEN**
Maximilianstrasse 32
80539 Muenchen DE
- **ARMANI EXCHANGE BERLIN-KU'DAMM**
Kurfürstendamm 29
10719 Berlin Berlin DE
- **ARMANI EXCHANGE KÖLN-CITY**
Schildergasse 72-76
50667 Köln Nordrhein-Westfalen DE
- **A|X LEIPZIGER BERLIN**
Mall of Berlin - City Shopping Center
Leipziger Platz 12
10117 Berlin - DE

REFUNDS

We usually accept returns within 3 business days of their arrival at our logistics centre. During peak times it could take up to 7 business days. Once your return has been accepted, we will immediately request reimbursement and send you a confirmation email.

The time needed to process your refund may vary based on the [payment method](#) used:

- Credit Card: Our bank will reimburse you within 7 business days of the Return Acceptance Confirmation email. The time it takes to restore the credit back to your account depends on the Credit Card Issuer.
- PayPal: You will see the refund in your PayPal account within 24 hours of the Return Confirmation email.

- Cash on Delivery: Your refund will be issued through wire transfer to a bank account that should be indicated in the [Return Form](#). You will see the refund in your account within 10 business days of the Return Confirmation email. Please ensure your bank account is registered in the same country that the order was placed.

I WANT TO RETURN A GIFT. HOW DOES THE REFUND WORK IN THIS CASE?

If the order was paid with PayPal or a credit card, the amount will be refunded to the account from which the payment was made. For security reasons, we are not authorised to refund a different account.

CAN I RECEIVE MY REFUND ON A CREDIT CARD THAT IS DIFFERENT FROM THE ONE I USED FOR THE ORDER?

For security reasons, we cannot refund a credit card that is different from the one used for the purchase.

PAYMENTS

PAYMENT METHODS

Armani Online Store accepts the following payment methods:

- Credit Card: Visa, MasterCard, American Express and JCB, Visa Electron, prepaid credit cards. The total will be charged to your card when the order is shipped. Armani Online Store features a Fast Checkout option, allowing you to securely save your credit card details so that you don't have to re-enter them for future purchases.
- PayPal: Your account will be charged once the order is completed. To register for a PayPal account, visit the website [paypal.com](https://www.paypal.com).
- Cash on Delivery: payment method available for amounts less than 3.500 € and orders containing only one item. At the time of delivery, you must have the exact order total indicated in the shipping confirmation email in cash. The courier cannot provide change and does not accept cheques. For eventual refunds, you must indicate a bank or postal account that it is registered in the same country that the order was placed. This payment method has an additional cost of € 5,50.

TAX INFORMATION

Purchasing on Armani Online Store is reserved for end consumers. Our prices are inclusive of VAT.

For each order, Armani Online Store issues an invoice; the document will be sent as an attachment in the Shipping Confirmation email.

Please note: once the order has been confirmed, there is no way to modify the details you have entered and it is not possible to issue a new invoice.

PAYMENT SECURITY

On Armani Online Store, every purchase is made with maximum security thanks to the use of Trustwave and Geotrust-certified secure servers and the implementation of the most advanced encryption services (SSL). We only use protected connections, as demonstrated by the "https" URL prefix and the lock symbol that appears in the browser's address bar.

To safeguard your credit card purchases, you will always be asked to enter your CVV code for every order. As an additional safety measure, you may be asked by your credit card provider to authorise payment by entering a one-time password, an SMS code, or another authentication method.

Our Payments department may carry out anti-fraud checks before approving the transaction and for greater protection, they may contact you for further details before confirming the order.