

Return & Refund Policy

Who we are. [Your Company], based in Italy, shipping worldwide.

Applies to. Online purchases from [yourdomain.com].

Last updated. [date]

Quick summary

- 30-day returns worldwide for most items (unused/undamaged).
 - EU/EEA & UK customers also have a **14-day “no-reason” right to withdraw** by law. We honor that fully. ([EUR-Lex](#), [GOV.UK](#))
 - Custom/personalized or made-to-order items aren't returnable unless defective (legal exception). ([Legislation.gov.uk](#))
-

Return windows

- **Standard change-of-mind:** 30 days from delivery.
- **EU/EEA & UK statutory withdrawal:** 14 days from delivery—no reason needed. If we didn't inform you of this right, the period extends by 12 months. ([Centro Europeo dei Consumatori](#), [EUR-Lex](#))

What's returnable (condition)

- Unused, unmodified items, in original packaging where possible. You may handle goods only as needed to check them; **we may deduct for diminished value** caused by use beyond that.

Not returnable (unless faulty)

- **Custom/personalized/made-to-order** (e.g., custom sizes/finishes, COM upholstery). ([Legislation.gov.uk](#))
- Digital gift cards.

How to start a return

1. Submit a request at [Return Portal URL] or email [returns@yourdomain.com] within the applicable window.
2. We'll give you packing and pickup/label instructions.
3. **Bulky items:** we can arrange carrier pickup. You'll see the pickup cost before we schedule it.

Return shipping costs

- **Change-of-mind returns:** you cover return shipping (we can deduct our arranged pickup cost from your refund). In the EU/UK this applies only if we told you upfront—this policy is that notice.
- **Defective/damaged or wrong item sent:** we cover return shipping or offer repair/replacement.

Refunds

- **EU/EEA & UK withdrawals:** we refund **all payments incl. standard delivery**, within **14 days** of your withdrawal notice; we may **withhold** until we get the goods back or you provide proof of return.
- **Everywhere else:** refunds issued after the item is received and inspected.
- Refund method: original payment method. Taxes/duties paid to authorities are usually non-refundable; ask your local customs.

Exchanges

- Fastest route: return the item, place a new order. For defects, we'll repair/replace where possible.

Damage on delivery

- If packaging is visibly damaged, note it with the carrier. Report transit damage with photos to [\[support@yourdomain.com\]](mailto:support@yourdomain.com) **within 48 hours** of delivery so we can file claims and sort replacement/pickup.

Order cancellations (pre-shipment)

- Cancel free before dispatch. After dispatch, use the return process.

Warranties (EU/EEA/UK)

- Purchases come with a **minimum 2-year legal guarantee** against lack of conformity. We'll repair, replace, or refund as required. ([European Union](#), [Rete dei Centri Europei dei Consumatori](#))

Region specifics (legal bits we must say)

- **EU/EEA & UK:**
 - 14-day right to withdraw from distance purchases; exceptions include **custom/personalized** goods and certain sealed hygiene items once unsealed. ([EUR-Lex](#), [Legislation.gov.uk](#))
 - You must send goods back within **14 days** of withdrawal. ([EUR-Lex](#))
 - If the item was delivered during an off-premises sale and **can't be returned by post**, the trader must collect (off-premises only).
- **Rest of world:** our 30-day policy applies unless local mandatory rules give you more—if so, those rules win.

Practical packing rules

- Use original packaging where possible and re-box to protect hard corners/finishes. Missing or heavily damaged packaging may increase "diminished value" deductions (EU) or lead to denial (outside EU).

Contact

- Email: [\[support@yourdomain.com\]](mailto:support@yourdomain.com)

- Phone/WhatsApp: [+39 xxx xxx xxxx]
- Returns address (for labelless returns): [Warehouse address]