

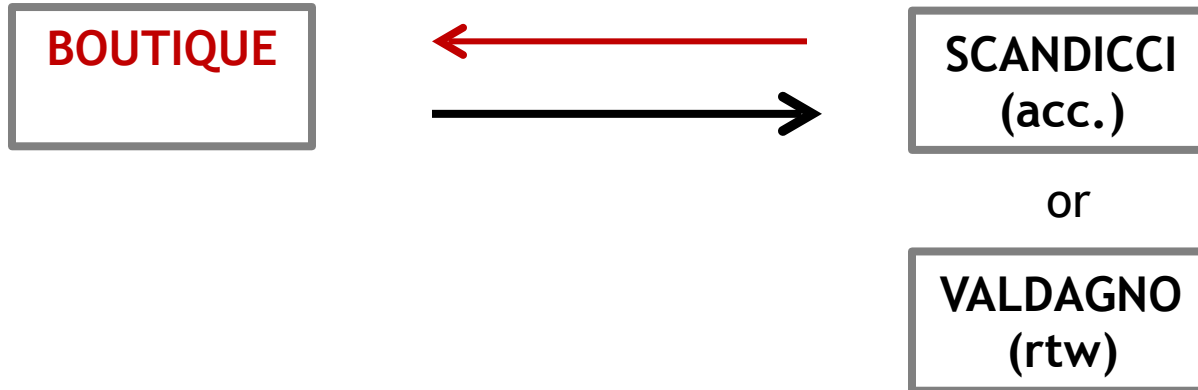
VALENTINO

After Sales Service Shipping Procedures



AFTER SALE: HOW TO RETURN THE ITEMS

After Sale Returns must have special Packaging
When shipped from **Boutique** to **Warehouse**
And from **Warehouse** to **Boutique**



PACKAGING & SHIPPING INSTRUCTIONS

INSIDE THE BOX

- The damaged item
- The pink copy of the Repair Form
- 1° copy of the Recap Complaint with Return Details

OUTSIDE THE BOX

Close with:

- Brown Tape
- Blue Tape over the Brown one
- AFTER SALE yellow fluo Sticker
- 2° copy of the Recap Complaint with Return Details
- Underline The External Reference Number
- DHL Shipping Labels

INSIDE THE BOX



Please note that the **Plush Cover** is required to protect the item

Please protect the product using **Tissue Paper** to fill the gap if the box is bigger than the product inside

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PACKAGING & SHIPPING INSTRUCTIONS - Bags



Fill up the bag
with tissue
paper

Wrap up the
shoulder
strap/handle
with tissue
paper

Wrap up the
bag with
tissue paper

Put the bag in
the dusty bags

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PACKAGING & SHIPPING INSTRUCTIONS – Precious bags

It is ***extremely important*** to pay greater attention during the packing of **precious bags**.

Here below the important steps to follow to pack the following models:

Models 339 – 540 – 856



Cover up the
handles with
plastic

Fill up the bag
with tissue
paper

Put the it in
the cotton bag

Put the it in
the Valentino
dedicated bag

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PACKAGING & SHIPPING INSTRUCTIONS – Precious items

Models 398 – 312 – 864



Cover up the handle
with tissue paper



Place a paper cover
between the bag and
the interior

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PACKAGING & SHIPPING INSTRUCTIONS – Precious items

Models 398 – 312 – 864



Fill up the bag with
tissue paper



Put the it in the
cotton bag



Put the it in the
Valentino dedicated
bag

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PACKAGING & SHIPPING INSTRUCTIONS – Precious items

Models 977 – 997



Cover the
leather hangtag
with plastic



Place the strap
into a plastic
bag and fill up
the leather bag
with plastic



Put the it in the
cotton bag



Put the it in the
cotton bag

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PACKAGING & SHIPPING INSTRUCTIONS – Precious items

Models 124 – 053



Put the strap
into a plastic
bag

Place a paper
cover between
the bag and the
interior and fill up
the leather bag
with plastic

Put the bag in the Valentino dedicated
cotton bag

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PACKAGING & SHIPPING INSTRUCTIONS – Precious items

Models A09 – A07 – A08



Place a paper cover
between the bag and
the interior



Put the chain inside
the leather bag into a
plastic bag

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PACKAGING & SHIPPING INSTRUCTIONS – Precious items

Models A09 – A07 – A08



Fill up the bag with
pieces of tissue
paper



Put the it in the
cotton bag



Put the it in the
Valentino
dedicated cotton
bag

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PACKAGING & SHIPPING INSTRUCTIONS – Precious items

Models 339 – 540 – 856



Cover up
the handles
with plastic

Fill up the
bag with
tissue paper

Put the it in
the cotton
bag

Put the it in
the
Valentino
dedicated
bag

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PACKAGING & SHIPPING INSTRUCTIONS – Shoes



Fill up the shoes with
tissue paper



Wrap up the shoes bag
with tissue paper and put
it in their dedicated box

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PACKAGING & SHIPPING INSTRUCTIONS – SLG



Wrap up the item with
tissue paper



Put it in its dedicated box

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INSIDE THE BOX

1. Repair form (Copy for Repair)

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CLIENT NAME _____ COMPLAINT NO. _____
CLIENT'S PHONE NO. _____ RETURN DATE _____
ADDRESS _____ RECEIPT DATE _____
TELEPHONE NO. _____

ITEM CODE _____ AGE _____
PRICE OF PURCHASE \$ _____ YES [] NO []
REPAIRS [] WARRANTY []
DESCRIPTION OF DAMAGE _____
OTHER NOTES _____

WHY WOULD YOU PURCHASE _____
REASON OF RETURN _____
SALES ASSOCIATE NAME _____ TELEPHONE NO. _____

COORDINATOR/SALES ASSOCIATE SIGNATURE _____
CLIENT SIGNATURE AND DATE _____

DATE OF RECEIPT _____

2. Recap Complaint with Return Details (Print Preview from c3)

VALENTINO

COMPLAINT NO. 111111

ITEM INFORMATION
Name: 111111
Fabric: 111111
Color: 111111
Size: 111111
Length: 111111

RECEIPT DATE: 11/11/11
RECEIPT TIME: 11:11 AM

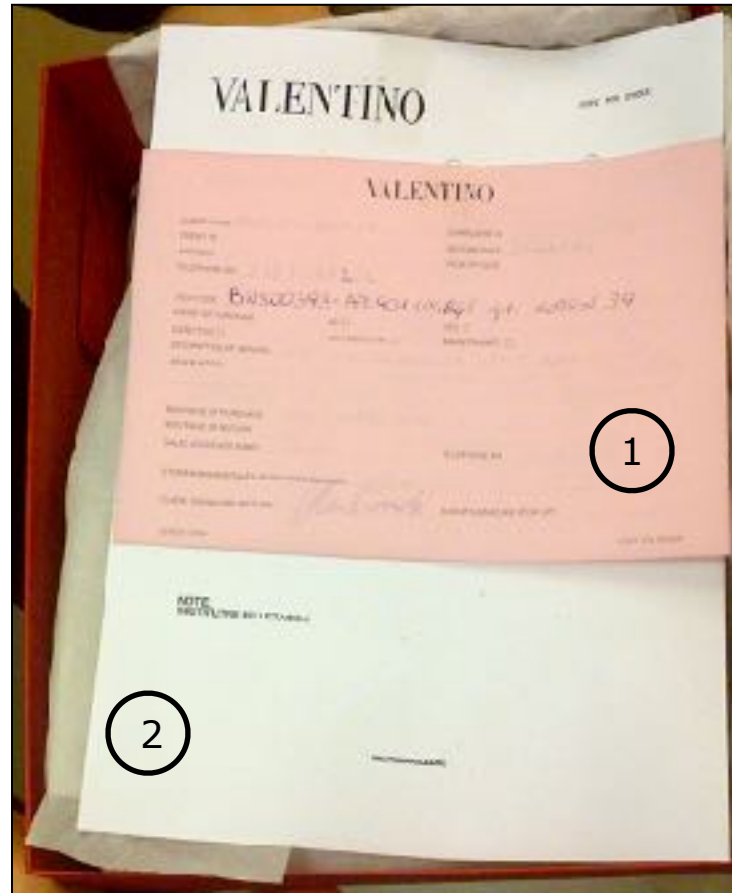
REASON FOR RETURN: 111111
REASON FOR RETURN: 111111

DATE OF RECEIPT: 11/11/11
TIME OF RECEIPT: 11:11 AM

SALES ASSOCIATE NAME: 111111
TELEPHONE NO.: 111111

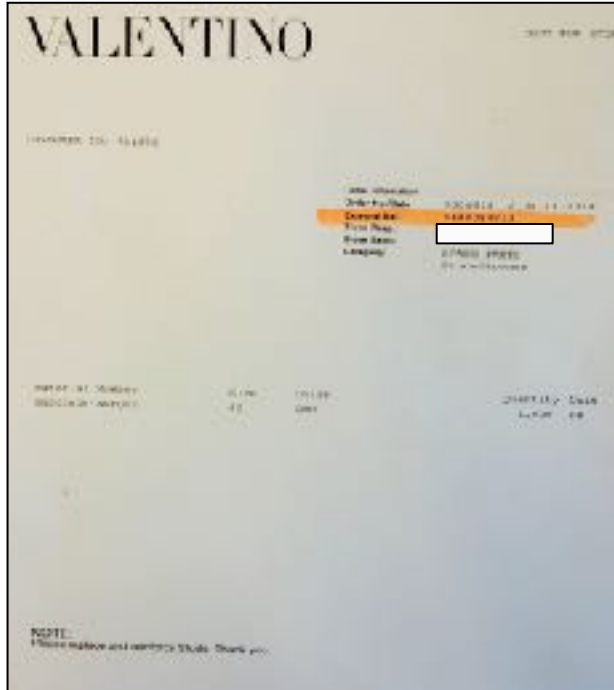
COORDINATOR/SALES ASSOCIATE SIGNATURE: 111111
CLIENT SIGNATURE AND DATE: 11/11/11

INSIDE THE BOX



VALENTINO

2



18

OUTSIDE THE BOX



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LUXOTTICA – Glasses shipment ONLY

1. Insert this part of the doc in the box



2. Stick this part outside the box

LUXOTTICA SERVICE REQUEST FORM			
Foreigner name	LUXOTTICA	Street	VIA VITTOLO 2/A
Customer Name	ARMANI	City	Indaco
E-mail	EX@redoute.com	Country	Italy
Purchase date	12 November 2016	Post Code	11036
Phone	4135	Phone	+39 0435 415114
RETURNED PRODUCT		SOLD PRODUCT	
Model Code	5603110	Sell Out date	15 June 2016
SERVICE REQUESTED: REPAIR			
Message from Top Selling Customer: Date			
DEFECT PICTURE		COMMENTS:	
Ref. Serial number		Order Number	
24246			
WARRANTY REQUEST AUTHORISATION # 1421495 2423456		TO: APTE 150125 VIA VITTOLO 2/A 11036 SEDILO (NO) ITALY	
SERVICE REQUESTED: REPAIR		ADDRESS ONLY FOR EXAMPLE	

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