

## FAQS

# LoveLeeLux

## FAQ - COVID-19

- A. Can I still place an order?
- B. Is it safe to shop on the LoveLeeLux online store?
- C. Are you delivering to all countries?
- D. Can I make a return?
- E. Is your Customer Service operational?

## FAQ

- 01. How do I make a purchase?
- 02. Do I need to set up an account to place an order?
- 03. What should I do if I forgot my password?
- 04. Which size should I choose?
- 05. How do I know if an item is in stock?
- 06. Is it safe to use my credit card at the LoveLeeLux US Online Store?
- 07. Why do I need to re-enter my credit card details when requesting delivery to a new address?
- 08. How can I remove my saved credit card details?
- 09. Does the LoveLeeLux US online store deliver to post countries for freight forwarding services?
- 10. Why are shipping restrictions applied to some items?
- 11. How do I change my currency?
- 12. Does the LoveLeeLux US online store ship to multiple addresses?
- 13. How soon can I get my order and how much will delivery cost?
- 14. Is my package insured?
- 15. Is a signature required upon delivery of my order?


Group Finding.png

Find it!

Let our team of designers find one-of-a-kind luxury items around the world.

Flaunt it!

Show off your limited edition luxury item with pride. You worked hard for it!

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- The background features a dark navy blue field with large, overlapping organic shapes in light blue, magenta, and orange. A diagonal orange and black striped pattern is visible in the top-left corner, and a pink and black striped pattern is in the bottom-right corner.
- 16. Can I change my shipping address after my order has been shipped?
  - 17. Can I add items to an existing order?
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  - 25. What is a Wish List?
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  - 27. Can I share my Wish List?
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## ANSWERS - COVID-19

### A. CAN I STILL PLACE AN ORDER?

Yes, it is possible to place an order on the LoveLeeLux online store, deliveries are guaranteed in all 101 countries which we usually ship to. If the restriction guidelines change for one or more shipping areas, you will be informed at the checkout. For more information visit the [Shipping](#) section. The health and safety of the LoveLeeLux community, clients, and teams are our top priority. Please note that you may experience potential delays with shipment.

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### B. IS IT SAFE TO SHOP ON THE DOLCE & GABBANA ONLINE STORE?

Yes, we are abiding by all the guidelines issued by the World Health Organization and local authorities. The entire supply chain, from the warehouses to the preparation and delivery of the goods, follows the safety measures and hygiene standards required by the regulations for both professionals and products.

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### C. ARE YOU DELIVERING TO ALL COUNTRIES?

Yes, deliveries are guaranteed and free of charge in all 101 countries which we usually ship to. If the restriction guidelines change for one or more shipping areas, you will be informed at the checkout. For more information visit the [Shipping](#) section.

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#### **D. CAN I MAKE A RETURN?**

Yes, the Return service has not undergone any changes. For more information on how to return items, visit the [Returns and Refunds](#) section.

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#### **E. IS YOUR CUSTOMER SERVICE OPERATIONAL?**

Yes, our Customer Service is available for any questions or requests for assistance, [click here](#) to contact us.

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## **ANSWERS**

#### **01. HOW DO I MAKE A PURCHASE?**

Shopping on the LoveLeeLux US online store is easy: if you know what you are looking for, use the specific category links, such as 'Shoes', 'Accessories' section on the site. Once you have found an item, select your size and color and use the 'ADD TO BAG' button underneath. Review the items in your shopping bag by selecting the 'Shopping Bag' link at the top of the page. From the Shopping Bag, you can directly edit product details (color, sizes and quantities), remove them in case you've changed your mind or add products to your Wish List. Click on 'Checkout' to complete your order.

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#### **02. DO I NEED TO SET UP AN ACCOUNT TO PLACE AN ORDER?**

Setting up an account is not mandatory, but if you register, you will be able to enjoy the following benefits through your 'My Account':

- Track your orders and review past purchases;



- • Gain access to your 'Wish List';
- • Be notified when new products are available;
- • Save your address and card details for faster shopping;
- • Manage your account details and newsletter subscriptions.

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### 03. WHAT SHOULD I DO IF I FORGOT MY PASSWORD?

If you've forgotten your password follow these steps to restore it:

- • Click on the Sign In icon in the top right corner
- • Select "Forgot Password"
- • Follow the instructions shown in the pop-up that will open
- • Insert your email address and click on send

You will receive an email with a new temporary password and you can modify it when you want, simply follow the instructions.

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### 04. WHICH SIZE SHOULD I CHOOSE?

On the LoveLeeLux US Online Store, sizes may be based on the Italian or International sizing system. To convert this to your usual size, simply click on Size Guide on every product page. Where an item runs small or large to size, this will also be identified in the item description.

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#### **05. HOW DO I KNOW IF AN ITEM IS IN STOCK?**

All the products shown on our website are available, subject to restriction due to some special materials and applicable to some countries of dispatch. For the products not readily available, a pre-order service is available, which is marked with a special label on the product page. For more information on pre-order, [click here](#).

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#### **06. IS IT SAFE TO USE MY CREDIT CARD AT THE LOVELEELUX US ONLINE STORE?**

Your personal online security is important to us. We use the latest SSL encryption technology to store and safely transmit your personal and credit card information through our systems. For further details, please see the Privacy Policy section.

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#### **07. WHY DO I NEED TO RE-ENTER MY CREDIT CARD DETAILS WHEN REQUESTING DELIVERY TO A NEW ADDRESS?**

For your security, whenever you request delivery to a new address we will ask you to provide new credit or debit card details (even if you have previously stored them with us). This means that if someone guesses your password and tries to make an order using your account, they will be unable to do so. We hope you understand that this is a valuable precaution designed to protect your personal information.

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#### **08. HOW CAN I REMOVE MY SAVED CREDIT CARD DETAILS?**

We will not save your credit card details in “My account” section without your express consent. There are two ways to remove previously saved credit card details: either edit or add a new shipping or billing address or during your next purchase, simply unselect the option "remember my payment details" on the payment page.

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#### **09. DOES THE LOVELEELUX US ONLINE STORE DELIVER TO POST OFFICE BOXES OR FREIGHT FORWARDING ADDRESSES?**

Please note that we are unable to deliver to Post Office Boxes, use General Delivery or deliver to freight forwarding addresses.

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## 10. WHY ARE SHIPPING RESTRICTIONS APPLIED TO SOME ITEMS?

Due to international trading agreements and regulations, we are obliged to adhere to particular shipping restrictions. As a result, we are unable to ship some items made of exotic skins to the United States. In addition, some products manufactured in China and fine jewelry of certain compositions are not allowed to be shipped to the United States. If you add a product to your shopping bag that we are not permitted to ship to the United States, the site will automatically identify it and prompt you to remove it. For more information, please read our Shipping Information section.

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## 11. HOW DO I CHANGE MY CURRENCY?

Below you can find a list of the currencies available:

Mexico	Mexican Peso
Australia	Australian Dollar
UK	GBP
USA	US Dollar
Canada	Canadian Dollar
China and Mongolia	Chinese Yuan
Hong Kong and Macao	Hong Kong Dollar
Japan	JPY
South Korea	South Korean Won
Liechtenstein and Switzerland	Swiss Franc
Singapore	Singapore Dollar

For all other destinations, the charge will be in Euros or US Dollars. If you are a customer with a credit card whose predetermined currency is none of the above, the final price will be calculated according to the applicable exchange rate on the day the credit card company processes the transaction. To change the currency, simply change the shipping country.

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## 12. DOES THE LOVELEELUX US ONLINE STORE SHIP TO MULTIPLE ADDRESSES?

You may only ship to one address per order. If your order contains gifts or items that require shipping to multiple locations, you will need to place separate orders for each address.

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### **13. HOW SOON CAN I GET MY ORDER AND HOW MUCH WILL DELIVERY COST?**

We offer different shipping options to meet your needs. For further details, please visit our Shipping Information section.

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### **14. IS MY PACKAGE INSURED?**

All items are insured against theft and accidental damage while in transit from our warehouse to the shipping address.

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### **15. IS A SIGNATURE REQUIRED UPON DELIVERY OF MY ORDER?**

For security reasons, an adult signature is required upon delivery. If you will be unavailable to sign for your package at first attempt, the carrier will make a total of three delivery attempts on three consecutive business days. After the third attempt, your order will be returned to our warehouse.

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### **16. CAN I CHANGE MY SHIPPING ADDRESS AFTER MY ORDER HAS BEEN SHIPPED?**

We are unable to redirect orders to a different address after shipment. Therefore, please ensure you provide a suitable shipping address for the specified delivery times.

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### **17. CAN I ADD ITEMS TO AN EXISTING ORDER?**

It is not possible to combine orders or add items to an existing order.

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### **18. HOW WILL I KNOW YOU RECEIVED MY ORDER AND WHEN WILL PAYMENT BE DEDUCTED?**

Once you have completed the online purchase process, you will receive a confirmation email to the address used to place the order. Payment will be taken from your credit or debit card at the time of order confirmation.



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#### **19. CAN I TRACK MY ORDER?**

Once your order has been shipped, you will receive an email confirmation of your shipping details and a tracking number. If you have registered, you will be able to view and track the status of your shipment by signing in and selecting 'My Account' followed by 'Orders'.

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#### **20. WHERE IS MY ORDER?**

We aim to ship all orders within 24 hours. Orders placed before 2pm will be shipped the same day, those made thereafter will be shipped from our warehouse the next day. Estimated delivery times are to only be used as a reference, and we are not responsible for any delay caused by credit card payment authorization. Once your order has been shipped, you will receive an email confirmation of your shipping details and a tracking number. If you have registered, you will be able to view and track the status of your shipment by signing in and selecting 'My Account' followed by 'Orders'. If you are not registered, sign up now so you can track future orders.

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#### **21. HOW WILL I RECEIVE MY PACKAGE?**

The standard packaging is composed of a rigid black box which is sealed with black satin ribbon and personalized with the LoveLeeLux logo. For some product categories, there is an additional customised protective packaging, in which the item is wrapped. The items thus presented are packaged and delivered with an external Havana cardboard box.

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#### **22. HOW DO I RETURN AN ITEM?**

To discover our returns and refunds policy and to learn how to return an item, please kindly visit our Returns section in the Customer Service area.

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#### **23. IS MY PERSONAL INFORMATION KEPT PRIVATE?**



The background features a dark navy blue base with large, flowing organic shapes in light blue, magenta, and orange. Some of these shapes contain patterns: orange diagonal stripes and magenta diagonal stripes.

Please be assured that your personal information on the LoveLeeLux US online store is kept private and confidential and at no point will we rent or sell this. To register, we will need to know your name, mailing address and email address. When processing your order online we require your billing address, shipping address, telephone number, and credit card number and expiration date. If necessary, these details may be shared with a credit reference agency to verify your order. Please note that in case you subscribed to our newsletter we may use your contact details to inform you of the latest arrivals as well as special promotions. If you would prefer not to receive these updates, you can unsubscribe at any time in 'My Account' selecting 'Newsletter Management'. For further details, please visit our Privacy Policy section.

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#### **24. WHAT ARE COOKIES AND SHOULD I BE WORRIED ABOUT THEM?**

A cookie is a piece of information that is stored on your computer's hard drive by your web browser which tracks your movements within websites. We use cookies to keep track of how often you visit our website, the contents of your shopping bag and your previous purchases, and to deliver content specific to your interests. They are designed to assist your shopping and therefore are nothing to worry about. Most browsers are automatically set up to accept cookies, but usually, you can alter the settings of your browser to prevent automatic acceptance. If you choose not to receive cookies, you may still use most of the features of our website, including the ability to purchase items. Registered customers who have cookies enabled will be automatically recognized when they visit the LoveLeeLux US Online Store. Your name will appear in a welcome message at the top left-hand corner of the website.

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#### **25. WHAT IS A WISH LIST?**

In your 'Wish List' you can save your favorite products, keep track of them and eventually purchase them whenever you please.


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#### **26. HOW DO I CREATE A WISH LIST?**

To create a 'Wish List' you will need to be registered and signed in. When browsing, use 'Add to Wish List' on the product page and items will automatically move into your Wish List, which can be found at the top right of the navigation bar ('heart' symbol). Click on the product image to go to the product page and see more specific details about the item. You can also add to your 'Shopping Bag', or remove the item.

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#### **27. CAN I SHARE MY WISH LIST?**



You can send your 'Wish List' to others and include a personalized message.

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## **28. HOW CAN I SEND A GIFT?**

You can send an order as a gift. All you have to do is add the products you would like to send as a gift to your shopping bag. Check the "gift option" box at checkout and fill in the required fields. You can also add a personal message which will be sent with your gift and choose whether to send the confirmation email, without the price, to the recipient.