

SHIPPING & RETURNS

Within each package will be inserted the products ordered, the relevant transport document and any information and marketing material. The order will be confirmed through a page that will be made visible upon completion of the data entry process and its confirmation. Upon confirmation the customer will receive an email containing all references of his order. We ask you to write down or print the reference number of the order with which you can ask about the status of the shipment.

Upon collection of the goods from our warehouses you will receive confirmation of taking charge and expected delivery in which will be highlighted the tracking number to carry out the search for the progress of the shipment online.

The purchased products will be delivered by the courier identified by the Seller to the shipping address indicated by the Customer on the order.

The customer should verify the integrity of the packages at the time of delivery by courier. In case of anomalies, damaged or wet packages, the Customer must simultaneously highlight the discrepancies and reject the delivery having the courier write down the motivation. The Company is not responsible for damage related to transport and, The Customer will not be able to compete on the same.

Shipping costs

For Italy shipping costs will be calculated automatically based on characteristics of your order (weight, mode of transport, delivery address). For shipments to Europe and the rest of the world, Upon sending your request by email, a shipping quote will be prepared. Shipping costs are significantly different depending on the destination and weight and shall be evaluated on a case-by-case basis. The shipments will take place with our Courier and the costs calculated by us are faithful to their quotes. If the package is rejected or not withdrawn, all costs relating to transport and storage costs shall be borne by the Customer.