

RINASCENTE

It wasn't love?

Don't worry, if you wish to return one or more products,
fill in this form in all its parts and put it inside the box.

HOW TO RETURN →

Fill in the return form

Help us understand the reason of items you return by using the form on the next page. Please complete it with your details, the code or the description of the product (you can find them in the order confirmation mail or in your personal area) and the reason for the return.

Pack your items in their original condition

Re-use original packaging when possible; otherwise, use any other box in your possession. Items must be returned to us unused with all Rinascente and designer labels attached. Fill out the return form and put it in the box. These steps are extremely important in order to issue the refund.

Add the pre-paid courier label

Attach the return label over the original label on the package. Please make sure to cover up or remove the original delivery barcode on the box.

Choose a way to return

Go to a Rinascente store at our Click&Collect Point (follow in-store directions) and bring your receipt with you.

Alternatively, select a date and time that works for you and book your collection wherever you want:



Via UPS, by calling +39 02 30 30 39 or by visiting www.ups.com/it/en/
Remember to specify that **you already have a shipping label** to avoid unnecessary costs.



Via UPS Access Point. Look for the collection point closest to you on <https://www.ups.com/mobile/locator>

If you have any doubts, contact our Customer Service by writing to customerservice@rinascente.it

RETURN POLICY →

Items should be returned new, unused and with all their original packaging, tags still attached. Items that are damaged, marked or visibly altered will not be accepted.

If the received product's appearance does not meet your expectations, please contact our Customer Service before proceeding with your return.

As soon as we receive and process your return, we will credit the amount due. If you have any questions, please contact our Customer Service.

RETURN FORM

Fill in this form in all its parts and put it inside the box.

ORDER INFORMATION

Order number:

Order date:

ITEMS TO RETURN

Item description	Brand	Quantity	Return code*
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*Optional

Return codes

If the product received is defective or damaged, before proceeding with the return, send to our Customer Service both the photo of the product and the packaging with which you received it.

1. Delay in delivery
2. The product is faulty or damaged
3. Changed mind or other
4. Size or fit of the product not as expected
5. Not as online image or description
6. Wrong delivery

HOLDER OF THE ORDER

Name Surname

Email address

Date

Signature

BILLING ADDRESS

Name Surname

Address n.

City County