

Dear customer, **thank you for your purchase.**

Thank you for trusting us! We hope you will enjoy the item you purchased.  
 Before any return, please contact our Customer Care to get informed about the procedure to be followed.



Best regards,  
 Pollini Customer Care

| Your order summary |                  |
|--------------------|------------------|
| <b>Order date:</b> | <b>Order N°:</b> |

| Customer care  |
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| <a href="http://www.pollini.com/Customer-Care">www.pollini.com/Customer-Care</a> |

| Q.ty  | Product code        | Description     | Colour    | Size   | Return code(see next column) | Reason for return code(use it in the previous column)   |  |  |
|-------|---------------------|-----------------|-----------|--------|------------------------------|---|--|--|
|       |                     |                 |           |        |                              | Use these codes in the previous column to specify the reason for your return<br><br>1. Product is not as expected<br>2. Product size: small or large<br>3. Product and site description / photo do not match<br>4. Delivery: arrived too late<br>5. Wrong product delivered<br>6. Product damaged during shipping<br>7. Product: faulty |  |  |
|       |                     |                 |           |        |                              |   |  |  |
|       |                     |                 |           |        |                              |   |  |  |
|       |                     |                 |           |        |                              |   |  |  |
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|       |                     |                 |           |        |                              |   |  |  |
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|       |                     |                 |           |        |                              |   |  |  |
|       |                     |                 |           |        |                              |   |  |  |
|       |                     |                 |           |        |                              |   |  |  |
| i.e.1 | i.e. 58333019074019 | i.e. DECOLLETE' | i.e. BLUE | i.e. 6 | i.e. 1                       |   |  |  |

**Do you need to return something?** Please fill in the form and send it back to us with the item/s (in their original condition). Please follow the steps below within 14 days from receiving your delivery:

1. Please select one of the reason codes for your return.
2. In order to exchange your product, you can place a new order and return the original item for a refund.
3. Use the address on the right to send your package. You can send by any courier or by postal service with a proof of postage and a tracking number.
4. Please notice that returns can take up to 21 days to get back to us if coming from outside Italy.
5. Enclose this form in your package and we will process the return within 24/48 hours from receipt.
6. We suggest you to keep a proof of postage.
7. If the package passes the customs, the invoice of customs duties must be issued to: Pollini Retail SRL, Strada Erbosa Uno, 92, 47043 Gatteo FC (Italy) - P.IVA IT03152860403.

For any information regarding our return policy please refer to art. 6 of General Sales Terms on [www.pollini.com](http://www.pollini.com).

**POLLINI RETAIL SRL**  
**Strada Erbosa Uno, 92**  
**47043 Gatteo (FC)**  
**Italy**