

MAKE A RETURN?

We are so sorry that you did not like your order or there was something else did not fully satisfy you.

To create a return, you must follow the following procedures:

1. Click on order

Home / Your account / Order history

Your account

- Information
- Addresses
- Order history and details**
- Credit slips
- Vouchers
- Merchandise returns
- My wishlist
- My alerts

Order history

Here are the orders you've placed since your account was created.

Order reference	Date	Total price	Payment	Status	Invoice	
YCHUZZQSS	2022-10-26	€164.90	Bonifico bancario	Delivered	-	Details Reorder

2. Click on Details

Home / Your account / Order history / YCHUZZQSS

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Order details


Order Reference YCHUZZQSS - placed on 2022-10-26 [REORDER](#)

Date	Status
2022-10-26	Delivered
2022-10-26	Shipped

Carrier GLS
Payment method Bonifico bancario

Delivery address
 Maria Rossi
 Via Italia 46
 00100 Roma
 Roma
 Italia
 333 6767678
 MRRSS76HYD9

Invoice address
 Maria Rossi
 Via Italia 46
 00100 Roma
 Roma
 Italia
 333 6767678
 MRRSS76HYD9

Product	Quantity	Unit price	Total price
<input checked="" type="checkbox"/>  TOKYO 1 (Taglia: 35) Reference: TO-A122-135	1	€164.90	€164.90
Total			€164.90

Return

Let us know what went wrong with your order: it would be very helpful to us because we always want to improve.

[ASK FOR A REFUND](#)

Date	Carrier	Weight	Shipping cost	Tracking number
2022-10-26	GLS	2.600 kg		-

Add a message
 If you would like to add a comment about your order, please write it in the field below.

Product

3. Click on the product(s) you wish to return

4. Click on "ASK FOR A REFUND".

Home / Your account / Merchandise returns

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- Sign out

Merchandise returns

Here is a list of pending merchandise returns

Order	Return	Package status	Date issued	Returns form
YCHUZZQSS	#RE000002	Pending confirmation	2022-10-26	-

5. Click on
Merchandise
Returns

Your return has now been created and we will process the return as soon as possible.

Please note that the refund will be made upon receipt of the goods after appropriate checks.