

FAQ

SHOPPING:

DETAILS OF THE PRODUCT:

The Product Page allows you to examine the item in detail, before adding it to your Cart. The right hand section contains the information regarding features, composition and price. You can enlarge the image for a closer look by hovering over the image with the mouse. From the Product Page you may proceed directly to checkout.

ADDING PRODUCTS TO YOUR CART:

To add a product to your Cart select the size (if applicable) and colour, then click on ADD TO CART. If only one size and/or colour is available, you need not select them to complete your purchase. You can decide to proceed directly to checkout, or to continue browsing our site. Remember that inserting an item in the Cart does not mean you have reserved it.

CART:

On the first page of the Shopping Bag you can find the shipping method and the payment method details. The total amount of the order that you see on the first page of the Shopping Bag will be the exact amount for which you will be charged. Once you are ready to place the order, go to the next page to proceed with the purchase.

COMPLETING YOUR ORDER:

To complete your order, you must enter your delivery details in the Shipping Page and insert your Credit or Debit Card information (if you have chosen this method of payment) in the Payment Page. All details of your order can be reviewed in the Order Confirmation Page. Please remember that, once an order is completed, it cannot be modified in any way.

PAYMENTS:

PAYMENT WITH PAYPAL:

You may select PayPal as a payment method on the first page of your Shopping Bag. By clicking on CONCLUDE YOUR ORDER, after having confirmed the details of your purchase, you will be taken to the PayPal login page where you can enter your account and conclude your payment. If you do not have a PayPal account yet, you can create one from the PayPal login page, before concluding your order.

BILLING INFORMATION AND TAX:

You may choose to insert a Billing Address that differs from your Shipping Address on the second page of the Shopping Bag. Uncheck from the box "The billing details are the same as the shipping details" to insert Name, Surname and Billing Address. VAT tax is already included in the prices on all pages of the website and in the Shopping Bag.

DELIVERIES:

SHIPPING METHODS:

Remember that the delivery times include working days only, and that holidays are not considered.

TRACKING THE DELIVERY:

You will find the Tracking Number for your order either in My Order or in the shipping confirmation e-mail.

Registered users can also check the status of their orders in My Account. The courier delivers from Monday to Friday during office hours and you cannot pre-book delivery times. The courier will try to deliver the package for two consecutive working days, leaving a notification each time.

Undelivered packages will be returned to our warehouse.

SHIPPING CHARGES:

Destination	Type	Shipping costs	Shipping times
Germany	Standard	8.00 EUR	1-3 business days
Austria	Standard	20.00 EUR	1-3 business days
Italy	Standard	20.00 EUR	1-4 business days
France	Standard	20.00 EUR	1-3 business days
Switzerland	Standard	30.00 EUR	1-3 business days
UK	Standard	20.00 EUR	2-3 business days
Netherlands	Standard	20.00 EUR	2-3 business days
Non-EU European countries	Standard	60.00 EUR	1-4 business days
Other Regions of Europe	Standard	60.00 EUR	2-4 business days

Shipping charges will be incurred only once for deliveries in installments.

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