

Site policies – Terms & Conditions

This notice contains the legal terms and conditions that govern the Webiste <https://ludovicamartire-madeinpain.it/> (“Webiste” from now on), property of “Ludovica Martire Made in Pain” (the “Owner” from now on).

Users of this Website accept and agree to respect all the conditions included in this declaration.

The Owner reserves the right to block access to any user who is in breach of these terms of this Agreement. The access and the use of the Webiste are for personal use only.

The visualization of the Webiste provides users with product information and the possibility to purchase merchandise.

Shopping Online

Sizing & Product details

Images and descriptions of each product are available online, as well as a size chart to help in choosing the correct size.

For more information, or to request additional measurements for a specific size, the Webiste offers a made to measure service by mailing to info@madeinpain.it

Shipment & fees

Shipment fees are not included.

Shipments destined for countries inside the European Union do not contain an invoice or any other documentation declaring the value of the merchandise.

Shipment date

Items available will be dispatched in 10-15 business days

Europe – European Union – Express Shipping: 1-2 business days for major cities / 2-3 business days for remote areas from the date of the dispatch.

Successful shipment delivery

Any claim regarding damages, missing merchandise and/or delivery to the wrong address, must be received within 5 days from the order’s delivery date on the carrier’s Webiste, otherwise the claim will not be accepted.

If the package is not successfully delivered to the Client’s address due to a lack of cooperation from the Client (wrong telephone number, wrong address, absent at address, non-compliance with import regulations) as per the Webiste commercial agreement, the package may risk being sent back to Italy at the Client’s expense including any import fees that may be assessed upon re-entry to Italy. These fees will be deducted from any eventual reimbursement.

Commercial policies – Order processing

The Owner reserves the right to decline an order in the event that the order does not receive express verification or approval from the Client’s bank.

Once an order is placed for available items, no changes can be made to that order. Orders placed separately will be shipped separately.

The Owner reserves the right to delay a shipment if the order is not able to be shipped for reasons beyond our control.

The Owner reserves the right to decline to process an order and/or offer services to anyone at any time.

Site policies – Online products & images

The Owner declines any responsibility that, due to a particular configuration of a Client's computer or malfunction, the colors of the products visualized on the Webiste could appear to be slightly different from the original.

Images on the Webiste belong to the Owner and any unauthorized use of these images without the express written consent of the Owner itself is forbidden.

Return policy

If for any reason Clients are not satisfied with an order, the items can be returned if the product present obvious damages or are incorrect and clients will be refund **within 28 days** of the order's delivery date.

The Security Tag must still be intact and attached to returned items.

Return Instructions

1. To request a return please send an email to info@madeinpain.com . We will send a confirmation email, **with the Return Authorization, the shipping label and instructions for the return shipment.**
2. **The return shipment is FREE when shipped using the courier provided by the Owner.** If the return package is shipped using a different courier than the one provided, all consequent costs will be the Client's responsibility.
3. Returns must be shipped within **10 days** of the order's delivery date.

Refund

Refunds will be processed as soon as returned items have been checked and accepted by the Owner.

For orders paid by Credit Card, the refunded amount will be available to Clients in roughly 10 days and within their next billing statement. Processing time may vary depending on the Credit Card Company.

Orders paid by PayPal or by Bank Wire Transfer will be refunded to the original account.

Refunds will be issued in the same currency as the original purchase. Any differences in the amount refunded are due to exchange rate fluctuations and will not be reimbursed.

If Express Shipment was included free of charge the Refund amount will not be affected. If Express Shipment was added and paid for during checkout by the Client, it will not be included in the Refund amount.

Return Terms & Conditions

- The Security Tag must still be intact and attached to returned items. Items must not have been worn, washed or altered in any way, and must not show any signs of use.
- **Returns must be packaged in the original box, which must be securely sealed with adhesive tape. In case our box is no longer available, you may use another type of packaging suitable for the shipment of our items.**
- Accessories must be returned with their original packaging, which must not be damaged and/or altered or used as the external parcel for the shipment.
- Items must be returned with all original labels and tags still attached, packaging and other accessories received with the order.
- In the case of defective or incorrect merchandise, we invite Clients to immediately contact info@madeinpain.it . The Owner reserves the right to request photographic support regarding defective or incorrect merchandise before authorizing a return for full reimbursement of shipping and import fees.
- **Pickups for all authorized returns with the Owner courier account numbers must originate from the same country of the original shipment.**
- The **Owner** reserves the right to refuse returns that are unauthorized and/or not sent in accordance with the Return Policy detailed on the Webiste. In the case of unauthorized or non-standard returns, the merchandise will be returned to the shipping address specified in the original order. If an unauthorized return is accepted, the **Owner** will deduct a 10% administrative/re-stocking fee from the refund.
- In the case that the return shipment requires pickup or the payment of any added fees, the Owner reserves the right to refuse returns sent with a different courier than specified in the confirmation email.