

FRANCIA
OUTLET RETURN POLICY FORM

Text of the online website

In addition to the legal warranties of conformity and of hidden defect, Valentino Couture SAS is pleased to offer its customers a right of return, pursuant to the following terms and conditions.

The return of a product, purchased in a Valentino Outlet store managed by Valentino Couture SAS in France, in OUTLET La Vallée Village , 3 Cours de la Garonne, 77700 Serris, France may be requested within 14 days from the date of purchase, by bringing the product with its proof of purchase to the Outlet store of the purchase.

When exercising the return, the customer can ask for for a store credit equal to the amount paid for the purchase, to be used for the purchase of products. In no circumstance such store credit can be wholly or partially converted into cash following to its issuance. No refund is admitted.

The products must be returned in perfect and sellable condition, with the original packaging (including any accessories, labels, tags, maintenance instructions, seals, etc.), without any indications of having been worn except for the purpose of examining their nature, characteristics and size according to the ordinary care, free from any signs of use or dirtiness.

No return will be accepted for:

- products not accompanied by the proof of purchase
- products purchased in full price stores
- products purchased in outlet stores not managed by Valentino Couture SAS in France that are not listed in the Outlet Purchase section on www.valentino.com
- products in conditions other than the original ones (including the case of tailoring works) or without their original packaging, tags and maintenance instructions
- customized products
- unsealed perfumes
- products for which VAT refunds have been requested
- products marked as not returnable at the time of purchase.

Valentino Couture SAS reserves the right to unilaterally modify these return conditions and to communicate any changes in this webpage and through a specific notice made available in the Outlet store.

Customers are subject to the return conditions in force at the time of purchase.

All warranty rights provided by the applicable law remain valid and effective and notably the legal warranty of conformity provided in articles L.217-1 to L.217-20 of the French consumer Code and the legal warranty of hidden defect provided in articles 1641 to 1649 of the French civil Code. Customers are advised to carefully read these articles for full information on these warranties but for ease of reference, the main articles are reproduced below.

According to the article L. 217-3 of the French Consumer Code:

“The seller shall deliver goods in conformity with the contract and the criteria set out in article L.217-5.

He shall be liable for any lack of conformity existing at the time of delivery of the goods within the meaning of article L.216-1, appearing within two years of delivery.

(...)

The seller shall also be liable, during the same period, for defects in conformity resulting from packaging, assembly instructions or installation, that has been charged to him by the contract or has been carried out under his responsibility.

This guarantee period applies without prejudice to articles 2224 et seq. of the Civil Code. The starting point of the limitation period for the consumer's action is the day on which the consumer becomes aware of the lack of conformity."

According to the article L.217-4 of the French Consumer Code:

"The good conforms with the contract if they meet the following criteria, where applicable:

1° It corresponds to the description, type, quantity and quality, in particular as regards functionality, compatibility, interoperability or any other characteristic provided for in the contract;

2° It is fit for any special purpose intended by the consumer, which was made known to the seller at the latest at the time of the conclusion of the contract and which the latter has accepted;

3° It is delivered with all the accessories and installation instructions to be provided in accordance with the contract;

4° It is updated in accordance with the contract."

According to the article L. 217-5 of the French Consumer Code:

"I. In addition to the criteria of conformity with the contract, the good is in conformity if it meets the following criteria:

1° It is suitable for the use ordinarily expected of similar goods, taking into account, where applicable, any provisions of European Union and national law and all technical standards or, in the absence of such technical standards, specific codes of conduct applicable to the sector concerned;

2° Where applicable, it corresponds to the description given by the seller and has the qualities which the seller has presented to the buyer through a sample or a model before the conclusion of the contract;

3° Where applicable, the digital elements it contains are provided according to the most recent version available at the time the contract is concluded, unless the parties agree otherwise;

4° Where applicable, it is delivered with all the accessories, including packaging, and installation instructions that the consumer may legitimately expect;

5° Where applicable, it is supplied with the updates that the consumer may legitimately expect, in accordance with the provisions of Article L. 217-19;

6° It corresponds to the quantity, quality and other characteristics, including durability, functionality, compatibility and safety, that the consumer can legitimately expect for goods of the same type, taking into account the nature of the goods as well as public statements made by the seller, by any person upstream in the transaction chain, or by a person acting on their behalf, including in advertising or on labelling.

II - However, the seller shall not be bound by any of the public declarations mentioned in the preceding paragraph if he demonstrates:

1° That he did not know them and was not legitimately in a position to know them;

2° That at the time of the conclusion of the contract, the public statements had been corrected in a manner comparable to the original statements; or

3. that the public statements could not have influenced the decision to buy.

III. the consumer may not contest the conformity by invoking a defect relating to one or more particular characteristics of the goods, which he was specifically informed deviated from the conformity criteria set out in this article, and to which he expressly and separately agreed at the time of the conclusion of the contract.

According to the article 1641 of the French Civil Code:

"The seller is bound by the warranty for hidden defects of the good sold which render the good unfit for the use for which it is intended, or which so diminish this use that the buyer would not have acquired it, or would only have paid a lower price for it, if he had known about them."

According to the article 1648 of the French Civil Code:

"The action resulting from redhibitory defects must be brought by the purchaser within two years of the discovery of the defect. (...)"

For any further enquiries, please contact Valentino Customer Service at this number: 0080019591960.

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