

**ITALIA**  
OUTLET RETURN POLICY FORM

**Text of the online website**

In addition to the warranty rights provided by the law, Valentino S.p.A. 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 S.p.A. in Italy, may be requested within 14 days from the date of purchase, by bringing the product with its proof of purchase to one of the following Valentino Outlet stores:

- Designer Outlet Castel Romano, via Ponte di Piscina Cupa 64, 00128 Castel Romano, Roma
- The Mall Firenze, via Europa 8, 50066 Leccio, Firenze
- Designer Outlet Noventa di Piave, via Marco Polo 1, 30020 Noventa di Piave, Venezia
- Designer Outlet Serravalle, via della Moda 1, 15069 Serravalle Scrivia, Alessandria

When exercising the return, the customer can ask for a store credit equal to the amount paid for the purchase to be used only in the Valentino Outlet stores listed above 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 S.p.A. in Italy that are not listed in the Outlet purchase section on [www.valentino.com](http://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 S.p.A. reserves the right to unilaterally modify these return conditions and to communicate any changes in this webpage, or 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 law remain valid and effective.

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

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