

UK
OUTLET RETURN POLICY

Text of the online website

In addition to a customer's legal rights, Valentino England Limited is pleased to offer its customers the right to return products where the customer has changed his/her mind, pursuant to the following terms and conditions ("**Policy**").

Under this Policy, a customer may return a product purchased in the Valentino Outlet store managed by Valentino England Limited in Bicester Village, 50 Pingle Drive, Bicester OX26 6WD, United Kingdom within 14 days from the date of purchase, by bringing the product and the original proof of purchase to the said Valentino Outlet store.

If returning a product under this Policy, the customer can ask for a store credit equal to the amount paid for the purchase, to be used for the purchase of products. No refund is admitted.

Any products being returned under this Policy 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 and free from any signs of dirt, damage or use.

For returns for change of mind under this Policy, no return will be accepted for:

- products not accompanied by the original proof of purchase
- products purchased in full price stores
- products purchased in outlet stores not managed by Valentino England Limited in the United Kingdom that are not listed in the Outlet Purchase section on www.valentino.com
- products that are not in original condition (that is, without their original packaging, tags and maintenance instructions)
- customized or tailored products
- unsealed perfumes
- products for which VAT refunds have been requested
- products marked as not returnable at the time of purchase.

Nothing in this Policy affects the legal rights and remedies customers may have, such as the right to claim a refund, replacement and/or repair where the products are misdescribed, are not of satisfactory quality or not fit for purpose.

Valentino England Limited reserves the right to unilaterally modify these return conditions and to communicate any changes on 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.

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

Updated to February 2024