

AUSTRIA
OUTLET RETURN POLICY

Text of the online website

In addition to the warranty rights provided by the law, Valentino Austria GmbH is pleased to offer its customers a right of return, pursuant to the following terms and conditions.

The return of a product, purchased in the Valentino Outlet store managed by Valentino Austria GmbH in Austria, located in Designer Outlet Parndorf, Designer Outlet Strasse 1, 7111 Parndorf, Austria can be requested within 14 days from the date of purchase, by bringing the product with its proof of purchase to the said Valentino Outlet store.

When exercising the return, the customer can ask 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 Austria GmbH in Austria 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 Austria GmbH 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: 0039 02 36264573 (toll number)

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