

Refund Request Form

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Date: / /

Name:

Surname:

Order n°:

Which item would you like to return?

Suit Jacket Trousers Vest Shirt Tie Scarf Bow tie

Reasons why you want to get a refund:

Attached are the 3 photos required (front, side, back) together with the email for the refund.

Bank details for the refund.

How did you pay for the order?

POS (Point of sale payment) Bank Transfer Paypal Credit Card

If you paid by POS or Bank Transfer please indicate the coordinates where to send the refund:

Bank :

IBAN:

BIC/SWIFT:

Alternatively, your Paypal address:

Recap of the main commercial and contractual conditions:

The products bought on the website www.lanieri.com are entirely sold by Reda Industries S.r.l. (property of the brand Lanieri), with legal residence in Italy, Via Robiolio 25, 13835 Valdilana (BI). For further details and to contact us, visit the area Client Service, where you can find information about the orders, shipping, refund and return of the products bought on the website. Remember that, even after your purchase, you can always contact the Client Service through the numbers you can find under "Contacts". You have the right to rescind from the contract settled by the purchaser, without any penalties and without having to specify the reason, no later than 24 hours from the confirmation of the order. We remind you that, being custom-tailored clothes, the Italian law that upholds this purchases (Art. 59 comma 3 Consumer Code) indicates that the custom-tailored clothes or the completely personalised clothes are not subject to the rules of the withdrawal conditions as provided by the articles n. 52 to n.58 of the Code. Anyway, in order to guarantee a high standard service, Lanieri – Reda Industries S.r.l. contemplates, in case the client is not satisfied with his purchase, the refund of the necessary modifications, that is, the complete refund of the amount paid (except for the shipping costs). To get a refund it is necessary to follow the procedures indicated in the section "Return and Refund" , here below summarised:

- Download, accessing to the link that you find in the "Return and Refund" section, the form required to ask for the refund, and send it through email to customer-care@lanieri.com or by recorded delivery to the address you find hereafter , attaching 3 photos of the clothes worn (front, side, back) so that the fault is visible.
- The claim will be looked at and approved by the Lanieri employers, who will communicate to the client their approval.
- The clothes to be returned must be put inside the original packing and shipped on your own costs, together with the approval form, with a traceable shipping method to the following address:
Lanieri • Frazione Robiolio 25 • 13825 Valdilana (BI) Italy
- Within 7 working days on receipt of the clothes you will be accredited the amount with the same method you used upon making the purchase if possible (Credit Card, Paypal). Otherwise, the client will have to communicate, using the Return Form, the bank details where to be accredited the refund. Whichever product sent without following the over said instructions will not be accepted and will be sent back to the client, without issuing any refund. To examine the full disclosure please visit the website www.lanieri.com/en/alterations-and-refunds.

Signature