

santororo

MILAN

Returns Department



Santoro Milan Returns Form

If you are not 100% satisfied with your new purchase, we will happily offer an exchange or a full refund.

Refund/Exchange

To qualify for an exchange or refund we must receive your purchase item(s) in its original condition with packaging intact, all swing tags and labels attached in the exact way they were when the product was sent out to you. If returning footwear please make sure the box is protected in an outer layer as the box is part of the product. The product must also be with us within 14 days of receipt of delivery (the date that you signed for the parcel).

You must also fully complete the returns slip below, outlining your reasons for return or exchange and enclose this inside your parcel.

IF YOUR PRODUCT FALLS OUTSIDE OF THESE GUIDELINES WE WILL NOT PROCESS A REFUND OR EXCHANGE AND THE PRODUCT WILL BE RETURNED BACK TO THE ORIGINAL DELIVERY ADDRESS.

Faulty Goods:

If the item that you have purchased is faulty you will need to fill out the tables below detailing the fault with the item. The item will then be inspected by a member of our returns team to check the faults are legitimate. Once we are satisfied that your item is indeed faulty, we will initiate the refund/exchange process.

Refund Process

Refund timescales may differ depending on your card issuer. This can normally take anywhere up to 10 working days. You will receive a refund confirmation email once this has been processed.

All return postage is to be paid for by the buyer. In the interest of safety, we recommend using a reputable courier service with a signed for service and adequate insurance coverage to send your goods back to us. In the unlikely circumstance that on receipt of goods your item is faulty we may be liable to pay return postage. If this is the case please contact us quoting your order number at

customerservice@santoromilan.com

Returns Slip

Item Specifics:

Item Style Code:	Size	Reason for Refund/Exchange	Refund (Please Tick)	Exchange (Please Tick)	New size required (if Exchanging)

Personal Details:

Order Number	Full Name	Address	Postcode

Please return the item(s) to our returns address issued below

28b Touchwood, 100 High Street, Solihull, West Midlands, B91 3TA