



### **30 Days Return Policy**

We do our best to provide you with photographs, videos and as much information about our products as possible. Our customer service representatives and support personnel are always available to answer all your questions. We understand that buying online is difficult for many reasons and you can't see the product you are purchasing.

In case an item does not suit the exact need, it was purchased for, Bernini Design, standard, policy, with every purchase has a 30 days of the original invoice return policy. No returns will be accepted after 30 days.

In the unlikely event that you receive an item and it is not what you expected, you can simply send it back to us, **at your cost**. We will refund you the purchase price of the item. We will only deduct the shipping and handling costs.

If you need to return an item, simply send us an e-mail including all information. We will notify you via e-mail of your refund once we will receive the good back. You should expect to receive your refund within 30 days of giving your package to the return shipper.

Please note: all items must be returned unopened and unused or you will not receive a refund.

### **Guideline for Return**

#### **1 Check Your Return.**

The product being returned must be 100% complete and must be packaged in ORIGINAL PACKAGING. All accessories materials (connectors, clips, fittings..) must be included in the original packaging, as provided originally by us. Return policy will NOT BE HONORED in the event that a return shipment is received by BERNINI DESIGN improperly packaged, altered or physically damaged.

#### **2 Ship and Insure Your Return.**

We recommend that you insure the package you are returning. This will avoid problems in the event the package is lost or damaged in transit. We suggest that you use TNT or DHL (or UPS) courier. They can provide you with "proof of delivery" and you will be able to track your delivery. Bernini Design will not be responsible for an item returned that is lost or damaged in transit. We do not accept package returned by mail post service. Item must be returned to:

Bernini Design Srl via S.Romano Casetto 26A 46035 OSTIGLIA (ITALY)

e-mail: [bernini@bernini-design.com](mailto:bernini@bernini-design.com)

Tel 0039 335 7077148 / 0039 0386 31445

**Bernini Design Srl Via San Romano Casetto 26A, 46035 Ostiglia Italy VAT: IT01453040204,**

**REA: MN160185**

email [support@bernini-design.com](mailto:support@bernini-design.com) Tel 0039 335 7077148 24/7/365 support 0040 721 241 361