

## Returns and changes

If you are not completely satisfied with your purchase and you would like to return or change the item(s), please contact us by email at [info\[at\]lazzarionline.com](mailto:info@lazzarionline.com) or by using the CONTACT section on the website giving the following details:

Name and surname

Your phone number and email

The order number

The item code of the garment to be returned or exchanged

Reasons for returning or changing the item

State if you wish to have a refund or an exchange

You will then receive an email giving you an authorization code for the returned item and the address to send it to. The shipping charges are on the customer's side.

You may return or change one or more items within fourteen days from the date you receive the goods. Please ensure that the products are in the same condition in which you received them along with identifying label and seal.

Lazzari reserves the right to refuse to refund or exchange any items after this fourteen days period, or garments that are not returned in the same condition as when they were received.

We refund the amount you payed for the returned goods within 48 hours after receiving the parcel.