

RETURNS POLICY

At Piccolo Fashion we want you to always be happy with your purchases from our eshop so we have a flexible return policy, always in accordance with existing legislation and the terms of the companies / manufacturers of the products we trade.

If you received a defective product, if a mistake was made in your order or you are not satisfied with the purchase you made, you can request its replacement or return - and consequently a refund of the money you provided, as long as the following Terms and Conditions are met:

RETURNS TERMS AND CONDITIONS

1. Product returns are accepted within 15 days from the date of receipt
2. Products must be packaged securely to be protected during transport
3. The products must have been purchased exclusively from piccolo-fashion.gr
4. The products must be in excellent condition, unused, not washed and in their original packaging with all their labels and tags
5. The products must be accompanied with the necessary documents (retail receipt or invoice and Return Form)
6. Defective products can only be replaced with the same products
7. For hygiene reasons, returns on socks and underwear are not accepted.

RETURNS PROCEDURE

1. Contact us to explain why you want to return the products.
2. In case of a defective product, it is necessary to send us a photo of the product in question at info@piccolo-fashion.gr to facilitate communication between us and for the manufacturer to accept the product return.
3. You can download the Return Form [HERE](#), fill it in and send it to us by email at info@piccolo-fashion.gr
4. Package the product so that it is protected during shipment.
5. Send the parcel with the courier company that we will indicate to you at the address AG. Nikolaou 100, Ilion. Transportation costs are borne by www.piccolo-fashion.gr.

RETURN / EXCHANGE FORM

Fill in the following fields and send us the form together with the product you wish to return/exchange to the address: PICCOLO, AG. Nikolaou 100, Ilion, tel.6955268690

Name	
Address, postal code, city	
Phone Number	
email	
Order Number	

The exchange of a product presupposes that it is in its original packaging and in the same condition in which you received it with all its labels and tags, and accompanied by the retail receipt or invoice.

Item code	Quantity	Exchange* (note X if you wish an exchange)	Refund** (note X if you wish a Refund)	Credit*** (note X if you wish a Credit)

RETURN CAUSE (fill the item code in the relevant box)			
I received the wrong item	I ordered the wrong item	I changed my mind	The item is defective
Other (describe) :			

*In case of an EXCHANGE, call us at 6955 268 690 to state the alternative item you wish to order

**In case of a REFUND fill in the table below. Please note that no refunds can be made if the product has been used after unboxing. The refund will be credited in your account within 14 working days from the date of receipt and control of returned products.

Bank	
Bank Account Number	
IBAN	
Account Holder	

*** In case of a CREDIT, the value of the returned product will be credited to your account in our online store after our telephone contact, so that you can use it in your next purchases.

The detailed RETURN POLICY of www.piccolo-fashion.gr is listed in the relevant section of our online store.