



RETURN FORM

Enclose this form with the items you wish to return

Entitle to withdraw.

The purchases made on shop.arcadiabags.it site are governed by Italian law concerning the on-line sales. If the customer wants to renounce to the purchase made, he is, within 10 days from the date of delivery, entitled to withdraw, therefore the possibility to return the product without applying any penalty and without giving any reason. The company accepts the return of any item, provided it is in perfect conditions, refunding the full amount (excluding packaging and shipping fees, as provisions by Italian law).

To entitle to withdraw the customer must send the purchased items intact in all their parts. The company "Arcadia srl Pelletterie" must receive them within 30 working days from the delivery to the customer.

To entitle to withdraw products must not be used, worn, washed or damaged and they also must be intact in all their parts including any identification tags applied on them.

Products must be returned in their original packaging. If the box used for shipping is irreparably damaged, the customer can use an equivalent box in size and strength.

Returns must be carried out in a single shipment by filling in the form you can download in your reserved area. The return must be addressed to:

ARCADIA srl Pelletterie
Via delle Industrie, 13
64013 Corropoli (TE)
Italy

After receiving the return and verifying the correctness of the operations, the company shall send the customer an e-mail to the registered e-mail address as acceptance confirmation. If the order has been paid by credit card, the refund time depends on the operator. If instead, the order has been paid by a PayPal account, the refund will be executed directly to the PayPal account used for the payment, simultaneously to the crediting transaction.

The return shipping and packaging fees are paid by the customer.

