

UPDATE

Dear Customer,

As the time to order the items for the next school year has come, we would like to inform you of some important changes in the procedures related to shipping, exchanging and returning the items. We hope this will help to make the ordering process more transparent and smoother.

During this school year, **a large number of shipments have not been successful and have resulted in undelivered merchandise or even returns to the sender.**

This is why we would like to suggest some tips to avoid these issues:

1. DELIVERY TO YOUR HOME

! Indicate in detail PROVINCE, MUNICIPALITY, STREET (VIA), NUMBER AND POSTAL CODE.

! **Remember to indicate the NAME or NUMBER on the INTERCOM;**

otherwise, the courier may have difficulty while delivering the package, which may result in undelivered goods.

! Indicate when you will not be available, or the reception times

! If you are unable to provide all the informations while you make your order, you can inform us via e-mail, writing to: **shipping-info@tempoimperfetto.it**

2. DELIVERY TO A COMPANY

! Indicate your company name.

! Indicate the name of the person to whom the parcel has to be addressed

! **Please remember to notify the front desk or Company concierge that you will receive a parcel, to avoid any confusion**

Failure to provide such information will result in the charge of the following costs:

3. CHARGE FOR FAILED DELIVERIES:

! **Storage (after the second attempt) and new delivery** **10 Euros**

! **Change of address after attempt of delivery** **10 Euro**

! **2nd shipping after the parcel is sent back to the sender** **10 Euro**

These costs will be payable to the courier upon delivery.

You will not be charged for our faults or mistakes.