

## Customer Service

On-line Customer Service (information about our products, your order status, returns):

E-mail: [outlet@rossisrl.it](mailto:outlet@rossisrl.it)

Tel. from Italy: 0734 895196

Tel. from abroad: 0039 734 895196

Monday to Friday: h 9.30-12.30 h 15.30-19.30

## About us

The **ROSSI S.r.l. Shoe Factory**, with its registered office in via Dolomiti snc, 63812 Montegranaro (FM), Italy, VAT Nr. IT 01128030440, produces and distributes the **ROSSI R** trademark in Italy and in the rest of the world through multi-brand boutiques and its own internet website [www.rossisrl.it](http://www.rossisrl.it) . Our products represent the REAL Made in Italy, as all the processing phases are exclusively made in Italy.

## Information about our sizes:

[Shoes size list](#)

[Belts size list](#)

## Availability of the product

The Products available on our website for on-line purchase are shoes and fashion accessories.

The range of products on **Rossisrl.it** website reflects the exact and actual availability of each article, by size and colour, for the site is connected to the warehouse where all the items displayed are kept and all data of availability are updated in real time.

**ROSSI Shoe Factory**, once an order request has been received, reserves the right to confirm the availability of the items purchased, as well as to verify the validity of the transaction made by credit card and the details of the previous transactions made by the Customer on **Rossisrl.it** .

In case the articles ordered are not available, or for some reasons the order cannot be executed as required by the Customer, the **ROSSI Shoe Factory** will immediately notify the Customer.

## How to buy

It is possible to find and select the products you want to buy by surfing through the different product groups, selecting the season and/or the product typology (e.g. shoes, chukkas, ankle boots, belts etc..) or using the "Research" field also sensitive to the size and colour. Once the article to buy has been identified, it is always necessary to select the size to proceed with the purchase.

To buy the products displayed on **Rossisrl.it** website, it is necessary to be registered. The registration procedure to the Website requires the completion of an electronic form, whose fields must be filled in with the Customer's personal data and email address. Those data will be treated according to the privacy protection regulations in force. After registration, the Customer will hold a personal account to which they can access by a strictly confidential username and a password.

These credentials guarantee the Customer an anonymous identification. It is the Customer's responsibility not to disclose for any reasons their password to any third party.

The Customer will be liable for any actions or irregular behaviours taken by anybody who uses their personal account on their behalf which are in contrast with the regulations in force or the present General Conditions. The Customer is required to notify promptly Rossi S.r.l. Shoe Factory of the possible theft or loss of the password they are aware of, as well as any misuse of the account or its keyword from any third party.

To complete a purchase on the website the customer will be required to fill in and send **ROSSI Shoe Factory** the order form in an electronic format, by following the instructions contained in the Site. The Customer will have to put the product in the appropriate "shopping bag" and after having examined and accepted the contribution for the delivery charges, as well as the General Conditions, the Privacy Policy and the conditions on the right of withdrawal, select the type of payment and choose the option "send order".

**ROSSI Shoe Factory** will transmit the Customer, by email, a confirmation of receipt of the purchase order sent by the Customer.

## Price

The prices of the Products on the website **Rossisrl.it** are given in € (Euros), VAT included. **ROSSI Shoe Factory** constantly checks that all the prices shown on the website are correct, without however this can ensure the absence of errors. In the event that it is found an error in the price of a product, the **ROSSI Shoe Factory** will give the Customer the possibility to reconfirm their purchase of the Products for the correct price or cancel it.

### Taxes and duties:

**ROSSI Shoe Factory** delivers by DDP (Delivery Duty Paid) in the EC countries. To these destinations, the goods will arrive directly to the indicated place without having to pay anything else in addition to the amount paid at the time of the order.

For all the other countries, it is used the DDU delivery (Delivery Duty Unpaid), thus the courier may present with a separate invoice by which the payment of the duties and taxes from the local authorities is required. If you reside in a non-European country, we advise you to enquire about local taxes and duties before placing an order on **Rossisrl.it**.

## Promotions

**ROSSI Shoe Factory** reserves the right to make special conditions of sales or promotions for the Products present on its own website. The conditions applied to those promotions will be regulated, from time to time, by **ROSSI Shoe Factory** through appropriate notifications to its Customers. Unless regulated otherwise, these General Conditions will be applied.

## Methods of payment

**ROSSI Shoe Factory** accepts the following forms of payment: credit card and Paypal payment.

### CREDIT CARD

We accept Visa, Mastercard and American Express.

At the time of purchase, the Customer will have to insert the details of their own credit card in a protected electronic bank system, provided by Banca Sella.

#### Security

Maximum security on the purchases is guaranteed as all the transactions are managed by Banca Sella.

**ROSSI Shoe Factory** suggests however to join the services Verified By Visa or Mastercard Securecode, asking for a PIN security code to make one's own purchases safely.

The Customer Service operators of the **ROSSI Shoe Factory** are not in anyway authorized to request or accept credit card numbers and/or essential data of validity of the credit card.

For any further details please look up on the following websites: [www.bancasella.it](http://www.bancasella.it), [www.cartasi.it](http://www.cartasi.it),

[www.mastercard.com](http://www.mastercard.com), [www.visaeurope.com](http://www.visaeurope.com)

#### Debit

If the existing funds on the card are sufficient for the purchase and the bank details provided are valid, Banca Sella will immediately send a confirmation of your debit: the Customer will receive an email with a confirmation code for the transaction.

#### New customer

We would like to remind our new customers that **ROSSI Shoe Factory** require Banca Sella to contact the counterpart bank to verify the transaction before making any actual debit on the credit card of the customer. Such a verification could cause a delay on the delivery of your first order.

**ROSSI Shoe Factory** reserves the right to require the new Customers the shipment of the goods to their invoicing address.

### PAYPAL PAYMENT

The Customer can pay by their own verified Paypal account. If the Paypal payments turn out to come from non-verified accounts, they will be cancelled.

**ROSSI Shoe Factory** sends their goods only and exclusively to the address indicated on the verified Paypal account.

We also specify that, apart from the method of payment selected, the products ordered will remain property of **ROSSI Shoe Factory** up to the complete collection of the corresponding price.

## Access and transaction security

In order to ensure an easy and safe shopping, **ROSSI Shoe Factory** uses the SSL Technology (Secure Socket Layer) for the transactions. This technology encrypts and protects the data that you send us through the internet. If the SSL protocol is activated, a lock will appear on the top of your browser and by clicking on it you will get information about the registration of the SSL digital certificate.

You will also notice that on the top of your browser the URL will start with 'https:' instead of the normal 'http:'. This will ensure you that you are in a protected area.

## Order changes

It is not possible to ask for the changing of orders which have already been submitted. Any further orders inserted will be treated and sent separately.

## Execution of the order

Orders are executed from Monday to Friday from 9 to 19: the orders sent by 11 will be sent the following working day, those ones sent after 11 will be sent within the following 2 working days.

## Delivery

Any information about shipping methods, costs and customs charges are specified at the time of purchase.

### Methods and shipping charges

#### Delivery to Italy

All the orders sent in Italy are delivered by GLS and require a signature at the time of delivery. The orders are delivered from Monday to Friday at the following times: from 9.30 to 18.30.

It is possible to ask by email to be contacted by the courier to agree on a specific time of delivery. Once the items have been sent, it is not possible to change the address of destination.

#### Delivery to the Rest of the World

**ROSSI Shoe Factory** delivers all over the world.

All the orders are delivered by DHL from Monday to Friday. All the orders require a signature at the time of delivery. Once the items have been sent, it is not possible to change the address of destination.

The shipping is made only by **EXPRESS** service and therefore only provides a single tariff according to the country of destination.

### Requirements for importing in the USA

American citizens and non-Americans but residing in the USA who import from abroad through on-line shopping are considered final importers: they will have to hold and provide the courier or the broker a Social Security Number or, in case of non-American citizens, a CBP - Customs Border Protection Number. The procedure to receive a CBP usually takes 10 working days.

In those cases in which the parcel cannot be delivered for reasons attributable to the customer (wrong address or telephone number, SSN o CBP number not provided), it will be resent to Italy at the customer's expenses: such expenses, including the transport and the customs duties debited at the return to Italy, will be deducted from the final refund.

Please visit our website <http://www.cbp.gov/> for further details.

## **Shipping charges**

The shipping charges will be visualized during the purchasing procedure next to the price of the product or products bought on-line.

## **Execution of the order**

The orders are executed from Monday to Friday from 9 to 19: the orders sent by 11 will be sent the following working day, those sent after 11 will be sent within the following 2 working days.

## **Delivery Times**

Once the order has been submitted, the times of delivery are the following:

- *Italy, Europe EU, USA, Canada and Japan: 1-4 working days*
- *Europe, outside the EU and Rest of the world: 2-4 working days*

The times indicated refer to the delivery to main cities.

We kindly ask the customer to provide a valid address where the goods have to be delivered during the delivery times.

Any delays on the delivery shall be promptly reported to our Customer Service.

## **Delivery of the Order**

At the time of delivery of the parcel, the Customers are asked to inspect it carefully before confirming with their signature the delivery of the order. The goods become property of the customer by signing it. The following cases may happen.

The packing at the time of delivery appears obviously tampered: we recommend the customer to sign the delivery under protest or refuse it.

The Customer refuses the consignment of the goods or requires to return them to the sender: any redelivery charges eventually debited to Rossi Shoe Factory will be deducted from the eventual refund due to the Customer.

It is not possible to dispatch the goods to the address provided by the Customer in the commercial contract: the parcel may be returned to the consigner. All the re-delivery charges will be at the Customer's expenses and they will be deducted from any eventual reimbursement due to the Client.

## **Insurance**

All the products sent are insured from the moment they are committed to the courier up to their delivery to the final Customer. Once the goods have been delivered to the indicated address and collected, they are not insured any more.

## Returns and Exchanges

If for some reasons the Customer is not satisfied with the purchase, it is possible to return the item, not wore and not used, and ask for a replacement or a gift card. The terms and conditions are the following.

### Right of withdrawal

The Customer has the right to revoke an order for any reason, and according to the regulations of the Legislative Decree 206/2005 (Code of Consumption). This right can be exercised exclusively by “consumer customers” (natural people who do not buy goods for purposes connected to their own professional, commercial or entrepreneurial activity).

#### Methods of withdrawal

The Customer shall notify the **ROSSI Shoe Factory** of their withdrawal within 10 working days from the date of delivery of the goods, by registered letter with return receipt. A fax or email notification can also be sent, but within the following 48 hours the company shall however receive a registered letter.

The sole return of the goods does not automatically entitles the customer to withdraw from the contract.

The item must be returned entirely (not wore, washed or altered) and put it back into the original packing in the same conditions in which it was originally sent, with all its components: tags, original accessories.

Within 3 working days from the receipt of the communication of withdrawal, the **ROSSI Shoe Factory** will send the Customer by email a Return Authorization Number (NAR) to be reported outside the parcel and, attached to the same email, a PDF document which has to be printed out and inserted into the parcel. The Customer will have to prepare the parcel and send it to **ROSSI S.r.l. Shoe Factory**, Via Dolomiti snc, 63812 Montegranaro (FM) Italy. We recommend the Customer to use a safe and reliable means of shipment and keep a copy of the shipping document.

The return to the warehouse will have to be within 10 working days from the date of delivery.

The return shipping is at the Customer’s expenses and under their full responsibility up to the acknowledgement of receipt from **ROSSI Shoe Factory**’s warehouse.

**ROSSI Shoe Factory** cannot be held responsible for any damages or thefts/losses of the returned items with non-registered shipping.

**ROSSI Shoe Factory** will refund the customer for the entire amount of the purchase, including transport charges, within 30 working days from the date of re-delivery. The new credit will be made on the same credit card or the same current account or Paypal account used by the Customer for the payment.

The right of withdrawal cannot be exercised if the integrity conditions of the goods do not exist, that is:

- absence of external wrapping and original packing;
- use, even in part, of the item or absence of its components (tags, accessories, labels and seals);
- damage of the product.

In these cases **ROSSI Shoe Factory** will return the item to the consigner, debiting the shipping charges to them.

## Returns Conditions

The products shall be returned with their original packing and in the same conditions in which they had been sent originally: not worn, washed or altered. They will also have to be returned equipped with all the tags and eventual original accessories. Damaged returns will not be accepted and can be resented to the Customer at their expenses.

The return shipping has to be paid by the customer.

## Returns procedure

To return goods, it is necessary to ask by email for an authorization to [outlet@rossisrl.it](mailto:outlet@rossisrl.it) within 10 working days from the delivery date of the order, specifying in the email the order number, the codes of the articles, the reason for the return and the methods of compensation chosen. The available options are: the exchange of the model, size, colour or gift card.

The Customer will receive within 3 working days an email of confirmation with an authorization number. At this point, the parcel can be prepared, by sticking on the packing the label which was sent together with the initial order: the label contains the address of the **ROSSI Shoe Factory** for re-delivery of returns and a space box where you can write the authorization number which was sent you by email.

The return to the warehouse will have to be within 10 working days from the date of authorization.

The return shipping is at the Customer's expenses and under their full responsibility up to the acknowledgement of receipt from **ROSSI Shoe Factory** warehouse.

**ROSSI Shoe Factory** cannot be held responsible for damages or thefts/losses of the returned items with non-registered shipping. Within 30 working days from the receipt of the goods the **ROSSI Shoe Factory** will send an email of acceptance.

**ROSSI Shoe Factory** reserves the right to inspect the returned products and, if the returns do not satisfy the conditions provided, they will send them back to the buyer who will pay for all the shipping expenses and duties.

In the email of acceptance will be indicated the methods of compensation, according to the option chosen, as specified hereafter.

## Gift Card

Where the Gift Card is required, this will regard only the purchasing price of the product returned and not the shipping charges and customs duties.

**ROSSI Shoe Factory** will do its best to execute the Gift Card immediately, however within 10 working days from the date of acceptance of the return.

The Customer will receive the Gift Card by email.

Gift Card:

- is valid 6 months from the date of issue
- can be used for one or more purchases up to the full exhaustion of its value
- can be used as a part payment for a purchase of higher value.

## Exchanges

We accept to exchange model, size and colour.

The shipping of the item requested to exchange is free, customs duties are paid by the Customer.

Free shipping is possible only for one authorized change.

## Faulty Goods

We consider faulty goods those products which have been received already damaged or present defects of conformity.

**ROSSI Shoe Factory** reserves the right to refuse non-authorized faulty returns.

In case of acceptance of faulty returned the **ROSSI Shoe Factory** will refund the purchasing price of the item, the shipping charges and the customs duties.

In case the initial shipment was made by DDU method, with charges and customs duties paid at destination, such amounts will be reimbursed if appropriate documents, included in the return pack, are sent to **ROSSI Shoe Factory**.