



## **TERMS AND CONDITIONS FOR ALTERATIONS, RETURNS AND QUALITY CLAIMS FOR RETAIL POINT OF SALES**

The following policy applies only to Products purchased in **Loro Piana Directly Operated Stores\***.

Please see the specific applicable conditions below:

### **RETURN POLICY IN DIRECTLY OPERATED STORES**

You may exchange any product purchased by you or received as a gift, in any Loro Piana store of your choice (Store Locator) in the country of purchase. Each item can be exchanged one time only.

You have 30 days from the date of purchase to exchange it.

Exchanging Products in our store is free and can be done in 2 easy steps:

1. Bring the products, in perfect condition, new, unused, and with all of the tags and labels attached, in their original packaging along with the Receipt that you received with the original purchase, to a Loro Piana Store.
2. A store representative will check the products to make sure that they are in perfect condition, new, unused, and with all of the tags and labels attached. If the products comply with the standards stated in these Terms and Conditions, then the requested exchange will be accepted. The Store representative will explain the different options for you to choose in return of your products.

In cases where the Products appear to be worn or used, are missing any of the labels or tags, do not comply with our Terms and Conditions, or where we have any reason to believe that the Products are fraudulent, we will not be able to accept the exchange.

### **QUALITY CLAIM POLICY**

You have the right to return Products for quality problems within the limits set forth by the law and these Terms and Conditions – provided that you have the Receipt that you received with the original purchase. This policy applies both to items purchased by you and items you received as a Gift.

Loro Piana ensures 2-years guarantee on all faulty/defective products.

Please note that when the Products are returned for quality problems, we will examine them and assist you with an assessment.

If the Products you have returned to us are not faulty/damaged and do not have quality problems, or have been damaged due to misuse or were returned to us later than the above mentioned deadline, you will not be entitled to return the product.

### **ALTERATION POLICY**

#### **A. Alteration definition**

The Alteration service offers size fitting to customers.

For instance, hem the pants leg, bring in the waist or shorten jacket sleeves can be considered illustrative examples of Alterations.

Any adjustment of the original product design is not considered an Alteration (e.g. shortening of sleeves to a three-quarter length or modifying a neckline).

In the same way, product personalization, customization and repair are not considered an Alteration.

#### **B. Require an Alteration**

You can bring any items you have purchased in one of Loro Piana Directly Operated Stores for basic alterations. Alterations are provided free of charge within six (6) months after the items are



purchased. Please bring a copy of the original Receipt, as well as the item to be altered. The timing of alterations depends on the services requested, the number of items to be altered, and the availability of the staff at each store.

\*For items purchased in **Department Stores or Shop-in-shops** please refer to the **Terms & Conditions** displayed on the original receipt